



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

Meeting Agenda  
Wednesday, May 1, 2023  
1:00 – 3:00 PM

---

Participants, staff, and the public will participate in this meeting at any of the four in person locations listed below, via teleconference or otherwise electronically at their option as allowed by the Brown Act teleconferencing requirements [Gov. Code § 54953(b)].

### Remote Audio and Video Meeting Participation

Please use this link to join the meeting from your computer or smartphone:

<https://yolocounty.zoom.us/j/88567448772?pwd=c1pndjdyYzljL3FBek14N1lLa0M4UT09>

**Webinar ID:** 885 6744 8772

**Passcode:** 111975

### Or Dial by your location:

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

**Webinar ID:** 885 5744 8772

**Passcode:** 111975

### In Person Meeting Participation Options

#### Colusa Sutter Yolo Regional Child Support (Woodland office)

100 West Court Street

Woodland, CA 95695

#### Yolo County Administrative Office



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

625 Court Street, Room 204  
Woodland, CA 95695

### **Sutter County Administrative Office/Board of Supervisors**

1160 Civic Center Boulevard, Suite A  
Yuba City, CA 95993

### **Colusa County Administrative Office**

547 Market Street, Room 102  
Colusa, CA 95932

### **General Agenda**

#### **1. Call to Order, Roll Call**

#### **2. Consider Approval of Agenda**

#### **3. Public Comment**

- a.** Submit written public comments to [childsupport@csy.cse.ca.gov](mailto:childsupport@csy.cse.ca.gov). E-mails are distributed to the Leadership Advisory Committee (LAC), and support staff. To ensure the LAC has the opportunity to review information prior to the meeting, please send e-mails by 10:00 AM on the meeting date.
- b.** Live remote public comments:
  - i.** Device with microphone: Press the "raise a hand" button.
  - ii.** Phone: Press \*9 to indicate a desire to make comment

Support staff will call you by your name or phone number when it is your turn to comment. Speakers will be limited to no more than three minutes and will be asked to state their name for the record.

### **Consent Items**

- (Link) 4. Approve the minutes of the November 9, 2023, Leadership Advisory Committee Meeting**



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

**(Link) 5. General Update – Natalie Dillon**

**(Link) 6. Performance Planning – Daniel Padilla**

### **Discussion Items**

**(Link) 7. RCSA Financial Update – Amanda Battles**

**(Link) 8. LAC Meeting Frequency – Natalie Dillon**

**9. Leadership Advisory Committee Comments and Discussion**

**10. Adjourn**

---

**NOTICE** If requested, this agenda can be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. Persons seeking an alternative format should contact the Health Council Secretary for further information. In addition, a person with a disability who requires a modification or accommodation, including auxiliary aids or services, in order to participate in a public meeting should telephone or otherwise contact the Leadership Advisory Committee support staff as soon as possible and preferably at least 72 hours prior to the meeting. The Leadership Advisory Committee support staff may be reached at 530-661-2832, via email at [childsupport@csy.cse.ca.gov](mailto:childsupport@csy.cse.ca.gov) or at the following address: Colusa, Sutter and Yolo Regional Child Support Agency, 100 W Court St, Woodland, CA 95695.



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

### Meeting Minutes

Wednesday, April 19, 2023  
10:30 AM – 12:00 PM

This meeting occurred via teleconference compliant with the requirements of the Brown Act. The recording of this meeting can be viewed [here](#).

LAC Members	
<b>Janice Bell</b>	Colusa County Supervisor
<b>Wendy G. Tyler</b>	Colusa County Administrative Officer
<b>Mike Ziegenmeyer</b>	Sutter County Supervisor
<b>Steven M. Smith</b>	Sutter County Administrative Officer
<b>Lucas Frerichs</b>	Yolo County Supervisor
<b>Gerardo Pinedo</b>	Yolo County Administrative Officer

### General Agenda

#### 1. Call to Order, Roll Call

Meeting started 10:35am.

Roll called, LAC members present were:

Colusa County Supervisor Janice Bell.

Colusa County Administrative Officer Wendy Tyler.

Sutter County Supervisor Ziegenmeyer (arrived after roll via telephone)

Sutter County Administrative Officer Steve Smith.

Yolo County Supervisor Lucas Frerichs.



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

Yolo County Deputy County Administrator Mark Bryan *for*  
Yolo County Administrative Officer Gerardo Pinedo.

Also present were:

Colusa, Sutter and Yolo Regional Child Support Agency  
Director Natalie Dillon.  
Assistant Director Amanda Battles.  
Program Manager Daniel Padilla.

### **2. Consider Approval of Agenda**

10:36am, Director Dillon requested a motion to approve the agenda.  
Administrator Frerichs motioned to approve, Administrator Smith seconded  
motion. Votes approved.

MOVED BY: Frerichs / SECONDED BY: Smith  
AYES: Bell, Tyler, Ziegenmeyer, Smith, Frerichs, Bryan.  
NOES: None.  
ABSTAIN: None.  
ABSENT: None.

### **3. Public Comment**

10:37am, No live public comment via callers / online chat. None received via  
other correspondence before meeting start.

### **Approval of Consent Agenda**

10:38am, Administrator Tyler motioned to approve consent agenda. Supervisor  
Frerichs seconded motion. Votes approved.

MOVED BY: Tyler / SECONDED BY: Frerichs.  
AYES: Bell, Tyler, Ziegenmeyer, Smith, Frerichs, Bryan.  
NOES: None.



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

ABSTAIN: None.

ABSENT: None.

### **Consent Items**

- 4. Approve the minutes of the April 19, 2023, Leadership Advisory Committee Meeting**
- 5. General Update**
- 6. RCSA Financial Update**

### **Discussion Items**

- 7. Child Support Program Changes and DEI – Natalie Dillon**

10:40am, Director Dillon provided an explanation of recent and upcoming child support program changes including the State of California's vision for equity. Starting with Foster Care, Dillon explained that effective January 1, 2023, Foster Care referrals to child support have been discontinued. Assembly Bill 1686, which drove this change, offers few income-driven exceptions that may allow a case to remain open. However, this is going to reduce the CSY caseload by approximately 650 cases and a reduction in collections of approximately \$260,000.00 yearly. AB1686 directs CSY to close these cases which will "wipe out" or otherwise eliminate approximately \$6,500,000 in arrearages that would normally have been recouped that will be closed.

10:45am, Dillon shared demographic information provided by State databases with which CSY interfaces, such as TANF or eligibility information. Demographic information from the aforementioned cases was included in LAC's meeting packet. Administrator Smith requested clarity on the difference between regular Foster Care and ARC and KinGAP cases; Dillon explained the main difference is relative placement; or Foster Care services with within families or with relatives versus regular foster placement. Administrator Tyler asked if the State would take into consideration the lack of collections and/or the impact to performance as a



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

result of case closure/recent policy change. Dillon then explained the current budget methodology.

10:51am, Dillon explained details surrounding what is now considered to be “uncollectable debt” and the 4 income types for the 1<sup>st</sup> phase of this policy change; SSI SSP only, SSI SSP with SSDI only, CAPI, and disabled veterans benefits not greater than SSI SSP. The impact statewide is approximately 9000 cases with 225 being CSY cases; reflecting approximately \$4,000,000 in child support arrears. Phase II of uncollectable debt is much broader and considers different factors that is envisioned to be included in an algorithm to identify debt deemed uncollectable. DCSS continues to work with UC San Diego on the Collectibility Study which is estimated to complete sometime in late 2024.

10:56am, Dillon explained legislative change involving “Former Assistance Passthrough” or arrears that were recoupable but will now be paid (or “passed through”) to the other parent. About 60% of CSYs cases at one time or another involved cash-aid. CSY staff have been working to locate these parties that are now considered payees.

11:05am, Dillon provided examples of legislative changes surrounding child support enforcement and how the trend would appear to be focused on reducing child support debt and “right sizing” obligations making it easier for obligors to pay and not accumulate debt; one example is drives license suspension/revocation release program. Through all of these changes, the State is looking at Diversity Equity and Inclusion and the impact to low-income obligors, particularly those of color. We will continue to see analysis of our caseload from a DEI perspective.

### **8. Performance Planning – Daniel Padilla**

11:10am, Daniel Padilla introduced CSY’s performance update, including rates for Federal Performance Measures (parentage, cases with orders, current support collected, arrears support collected) as well as success rates of stipulated



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

agreements. Padilla explained through August 2023, CSY's percentage of orders obtained for the federal fiscal year 22/23 46.6% compared to a state average of 24.2. CSY looks forward to keeping up this momentum.

11:13am, Padilla reviewed Federal Performance Measure 1, parentage establishment rate; 102.5% compared to 103.4% last year. Federal Performance Measure 2, orders established; 91.9% compared to 92.2% last year. Federal Performance Measure 3, current support collected; 68.3% the same rate of 68.3% last year. And Federal Performance Measure 4, arrears support collected; 63.1% as compared to 67.8% the previous year.

11:19am, Deputy Administrator Bryan asked if the State has any indication as to why the trend is downward. Director Dillon offered that during COVID there was intercepted funding available such as stimulus, EDD. There also appears to be a labor market change, with more people working in the gig economy. Supervisor Frerichs asked what measures CSY is taking to maximize performance. Manager Padilla offered the state of the agency identifying best practices then capitalizing on them, such as stipulated orders; engaging customers early. Director Dillon explained another objective has been outreach and opening more cases. Another has been a training approach / model to reduce the downtime of new hire staff.

### **9. Leadership Advisory Committee Comments and Discussion**

11:27am, Director Dillon opened the discussion to all committee members for questions, comments, or input. Supervisor Frerichs asked if Glenn County Child Support Services would be interested in joining CSY and also about the future of the current limited term position with CSY shared with Glenn County. Dillon explained per most recent discussion with Glenn's director the board is not interested at this time. We are envisioning that the limited term position will become part of Yolo / CSY's position resolution.

11:30am, Director Dillon expanded on budget methodology, explaining how the formula works considering Full Time Equivalent (FTE) employees.





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

### 10. Adjourn

11:35pm, Director Dillon requested a motion to adjourn the meeting. Deputy Administrator Bryan motioned to approve consent agenda. Supervisor Frerichs seconded motion. Votes approved.

MOVED BY: Bryan / SECONDED BY: Frerichs.

AYES: Bell, Tyler, Ziegenmeyer, Smith, Frerichs, Bryan.

NOES: None.

ABSTAIN: None.

ABSENT: None.

Meeting adjourned 11:35am

---

**NOTICE** If requested, this agenda can be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. Persons seeking an alternative format should contact the Health Council Secretary for further information. In addition, a person with a disability who requires a modification or accommodation, including auxiliary aids or services, in order to participate in a public meeting should telephone or otherwise contact the Leadership Advisory Committee support staff as soon as possible and preferably at least 72 hours prior to the meeting. The Leadership Advisory Committee support staff may be reached at 530-661-2832, via email at [childsupport@csy.cse.ca.gov](mailto:childsupport@csy.cse.ca.gov) or at the following address: Colusa, Sutter and Yolo Regional Child Support Agency, 100 W Court St, Woodland, CA 95695.



## 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 11<sup>th</sup>, 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



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

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



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

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



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

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

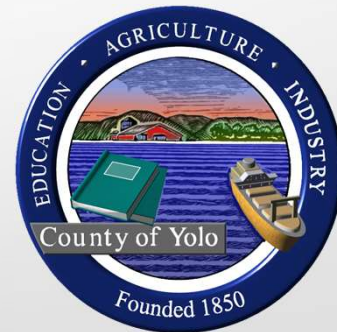
On January 26th, 2024, the statewide child support call center was taken offline due to a security incident through February 8th. The security incident did not affect child support data. The vast majority of RCSA calls are handled by a call center managed in Ventura County. Not only were call center 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.

# 2023-24 Annual Update

Regional Child Support Services



MARCH 2024

# 2023 – 2024 BUDGET SUMMARY

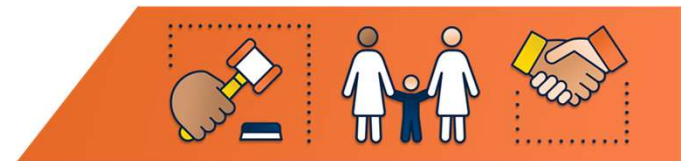
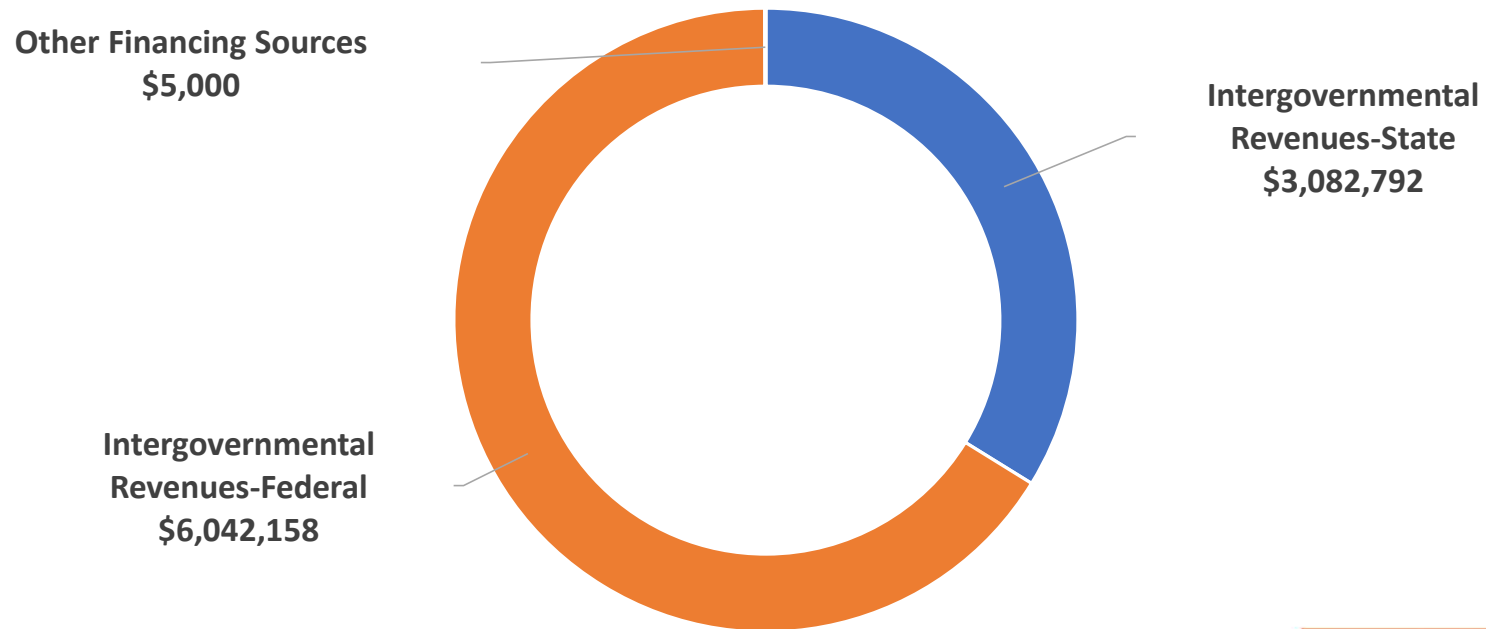
---

Operating Budget – Yolo	\$9,135,843
Operating Budget – Sutter	\$644,034
Total Operating Budget	\$9,779,877
Capital Budget	\$0
General Fund Contribution	\$0
Full-Time Equivalents – Yolo	61
Full-Time Equivalents – Sutter	5



# Source of Funds

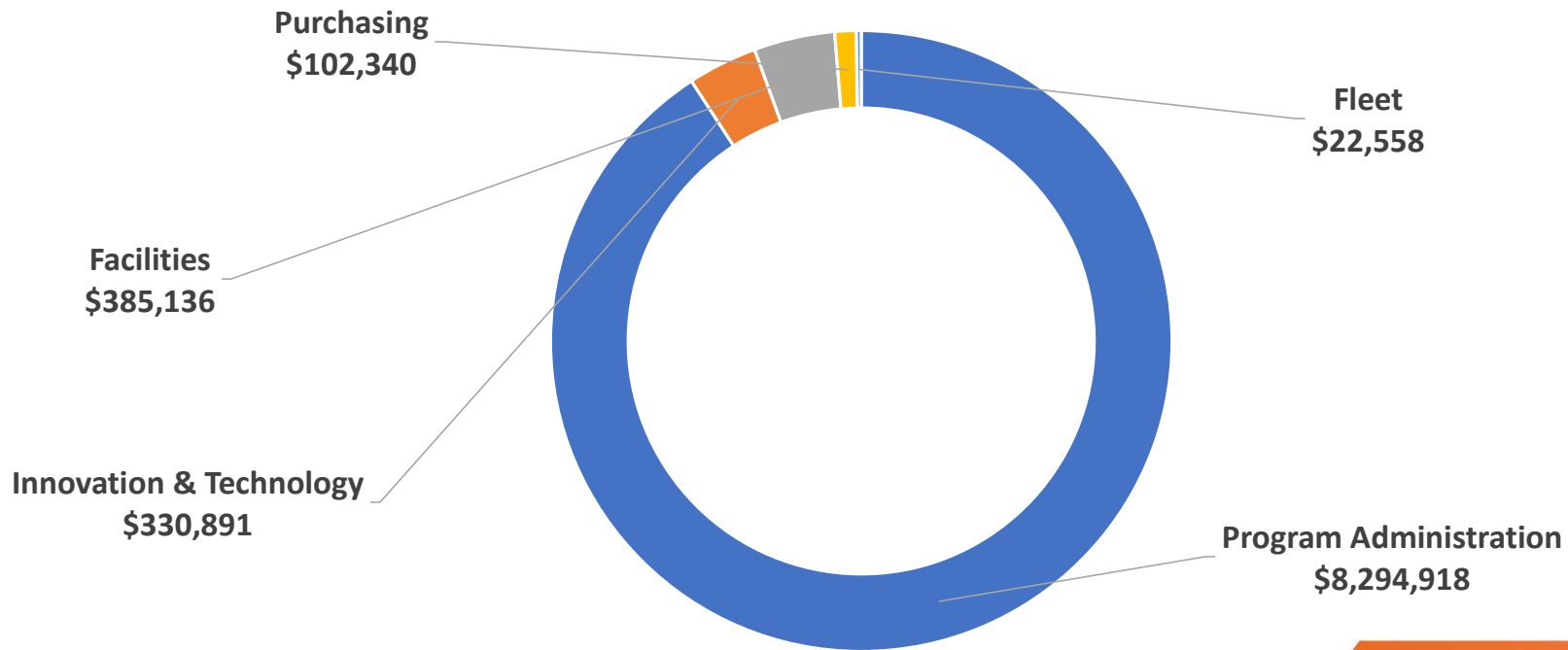
---



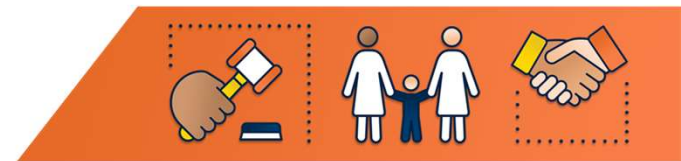


# Use of Operating Funds-Child Support

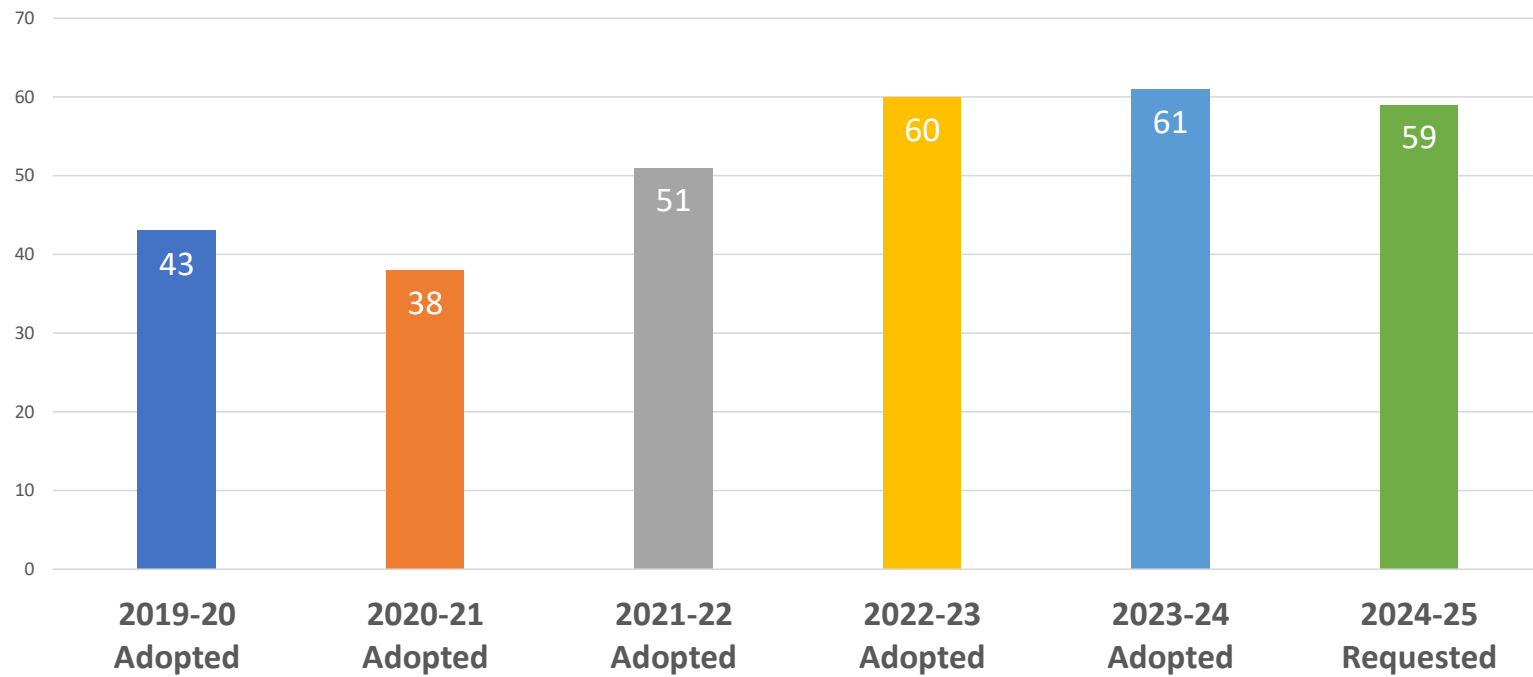
---



\*Yolo operating funds only



# Staffing Summary



# KEY CHALLENGES & EMERGING ISSUES

---

## Major Policy Changes

- Paradigm Shift – Engagement vs Enforcement
- Caseload Decline
- Potential Future Budgetary Issues



# ANTICIPATED MAJOR ACCOMPLISHMENTS 23/24

---

- Increasing parental agreement on child support orders (Stipulations): 46.4% FFY 2022/23 – almost 25% higher than the statewide average
- Collection data 22/23- total collections = \$22,399,897 (Colusa = \$1,624,091; Sutter = \$7,105,968; Yolo = \$13,669,838)
- Eliminating approximately \$6.5 million in assigned child support debt owed by parents who have or have had children in the foster care system.
- Eliminating approximately \$4.6 million in assigned child support debt for eligible parents who receive income from SSI/SSP, SSDI, CAPI and VA Disability.
- Implementing new policies for incarcerated child support obligors.
- Will implement Former Assistance Pass Through in May 2024 - approximately \$10 million additional will be distributed to families annually.



# DEPT. MAJOR GOALS & OBJECTIVES 24/25

---

- More child support distributed to families
- Tableau Performance Dashboard – Fully implement a child support performance management dashboard
- Increase Community Engagement
- Build partnerships with agencies and stakeholders across the three counties of the region



# LONG RANGE GOALS

---

- Continue to infuse the engagement philosophy in our service delivery model.
- Ongoing Commitment to Community Engagement & Education of our Community on matters related to Child Support
- Stabilize the caseload and improve outcomes in the Establishment of Parentage and Child Support Collections





# Colusa · Sutter · Yolo County Regional Child Support Agency

---





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

To: RCSA Leadership Advisory Committee  
From: Daniel Padilla, Regional Program Manager  
Subject: 2024 FFY Performance Planning Update (Agenda Item #6)  
Date: May 01, 2024

As we complete the 2<sup>nd</sup> quarter of the 2024 Federal Fiscal Year (FFY) the RCSA is required to report to the State of California Department of Child Support Services (State DCSS) on performance and efforts made during the period to achieve the strategic goals listed on the 2024 Performance Management Plan (PMP). State DCSS has historically been a strong enforcement program but is now shifting to a program aiming to engage both parents by making parents aware of administrative and judicial resources available to them. Today, obligor parents who may have large government-owed debt have more opportunities to eliminate or significantly reduce child support debt.

This shift in policy has impacted our caseload and collections in particular; equally important, it has impacted the work of our staff. Policies and procedures are created or updated to reflect new programs or laws, which may also require staff to be trained and, at times, require them to complete their duties in new ways or learn new software systems.

### 1. Child Support Caseload

Statewide there has been a 6% decline in the child support caseload. For RCSA, our decline is closer to 15%. This decline is in large part due to changes in CalWORKs caseload, policies, and referable cases. The RCSA has been focused on educating our community on the services we provide and how we can help. We are starting to see an increase in applications of families who have never received public assistance – an 8% increase in one year. However, our case opening rate does not surpass our case closure rate as we no longer enforce foster care cases or cases who qualify under the program referred to as Uncollectable Debt.

### 2. Child Support Collections

The Child Support program is measured on total collections which includes the collection of current support due and the collections of child support arrears. The DCSS shift from a strong enforcement program to one more supportive to both parents also means making policy changes to support this shift. The shift has provided an opportunity for low-income obligors to reduce or eliminate their debt owed to the government. Programs such as Uncollectable Debt allow for government owed arrears to be eliminated for low-income obligors whose only income is SSI/SSP, SSDI, CAPI and VA Disability. For the RCSA, this affects over 225 cases and represents approximately \$4.6 million in child support arrears that will no longer be enforced. The Foster Care program has also been modified. The State of California has changed its policy since some of the families involved in the foster care system are parents, most often experiencing multiple





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

barriers such as extreme poverty, substance abuse, mental health, family violence and more. Having an open child support case and making payments to repay foster care was often an added barrier to reunifying with the child. With this policy change the RCSA is closing 652 open cases and eliminating approximately \$6.5 million in debt that has been owed to repay foster care costs. These two examples are positive for our most fragile families in our community, but it should also be mentioned that these positive changes and the declining caseload will result in less money collected as compared to last year.

The RCSA has been working to ensure our orders are right sized, and that they are based on actual income, not presumed or imputed income unless appropriate, and do not put the paying parent into significant debt for an obligation they are unable to pay. Our focus has been on the consistency and reliability of payments. One of the data elements we track is the percentage of current monthly obligation paid, in other words - is the parent paying their full obligation monthly? By analyzing the various collections bands (percentage paid), we can determine if the payer is able to remain in compliance with the order and ensure an increased level of consistency for the receiving parent.

### **3. Parentage**

California is moving from IV-D PEP to Statewide PEP for calculating paternity established. Statewide PEP is the ratio of the number of minor children in the state who were born to unmarried parents for whom paternity has been established or acknowledged in the fiscal year, to the number of children in the state born to unmarried parents during preceding fiscal year. The RCSA has been working data clean up reports and paternity clean-up is an agenda topic with the establishment team when holding the bi-weekly meetings with the Program Manager. Discussion includes ways to improve parent locate outcomes and reducing the actual number of children in the caseload for whom parentage has not yet been established. The PMP goal is to reduce the number of children needing paternity to be established to 2.5% as compared to the total children in the caseload. The RCSA is currently at 4.44% through March 2024.

### **4. Former Assistance Arrears Pass Through**

In addition to foster care and uncollectable debt a new program called Former Assistance Arrears Pass Through will begin in May 2024. Child Support laws have changed, allowing Child Support Services to send more money to California families who previously received CalWORKs. Again, beginning in May 2024 past due child support payments will now be forwarded to the other parent rather than being recouped to the state. For Colusa Sutter and Yolo counties that will mean that approximately \$10 million more in child support will be distributed directly to families instead of recouping welfare costs. For those families that currently receive TANF funded public assistance, they are still only eligible to receive the disregard payment.



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

State DCSS has been very good in creating and updating Tableau lists for LCSAs to track cases which may qualify for any of these new programs. RCSA continues to use two Tableau dashboards called CSS Scorecard and CSY Case Segmentation which were created by San Luis Obispo Department of Child Support Services and State DCSS. Both dashboards provide metrics for RCSA Supervisors and Managers to monitor agency productivity. In addition, our staff continue to utilize the excel application that we label the DECK. The DECK allows staff to analyze and manage their caseload through metrics that we have identified as being essential to improving performance and outcomes for our customers.



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

To: RCSA Leadership Advisory Committee  
From: Amanda Battles, Assistant Director  
Subject: Financial Update (Agenda Item #7)  
Date: May 1, 2024

### **SFY 2023-24 Financial Update**

We anticipate that the Regional Agency will come in under budget for FY 2023-24. FY 2023-24 was the first year that we budgeted to our Federal Performance Incentive Funding (FPIF), allowing us to budget \$250,000 higher than our allocation. As discussed in our April 2023 Financial update, budgeting this way allowed us to maintain 66 FTEs for 2023-24 but we anticipated that it might be likely that we would not need to use our FPIF with sufficient salary savings. Current projections indicate that we will fully spend our regular allocation but come in under budget by approximately \$250,000, allowing us to re-budget to our FPIF in FY 2024-25.

In FY 2023-24 we have had some impactful changes to financial operations. Yolo County implemented a new financial system and our Business Services Manager over finance retired in July of 2023. We underfilled that position with a Business Services Supervisor. We have experienced some long-term absences in key financial positions. We are currently going through a change with Sutter County as they transition to a new financial platform as well. We have great people working with our agency. We continue to modify our processes to align with new ways of doing business.

### **SFY 2024-25 Financial Update**

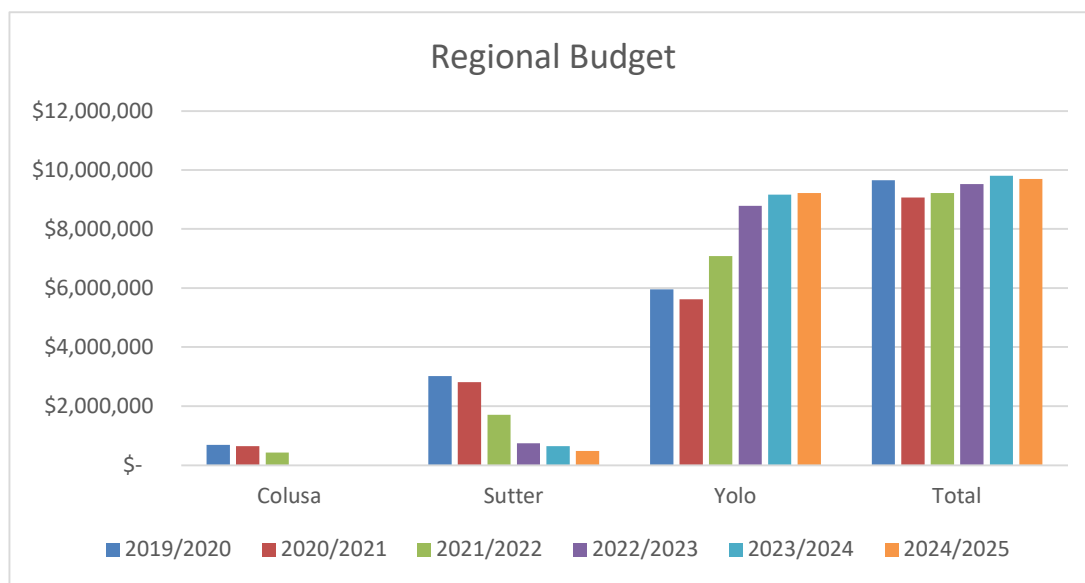
On January 10, 2024, the California Department of Child Support Services (DCSS) issued CSSI Letter 24-01 Administrative and Electronic Data Processing Initial Allocations for State Fiscal Year 2024-25 (Attachment A). This letter, attached, reflects no increase or decrease in the Regional Agency's allocation. Final allocation letters will be issued by CA DCSS, typically after the state budget is signed.

As previously mentioned, we budgeted in FY 2024-25 to \$250,000 in FPIF. We recently learned that our FPIF was increased by \$50,000 to a total of \$300,000. While we did not budget to the full FPIF this fiscal year available to us, it still allows for additional flexibility to our agency if

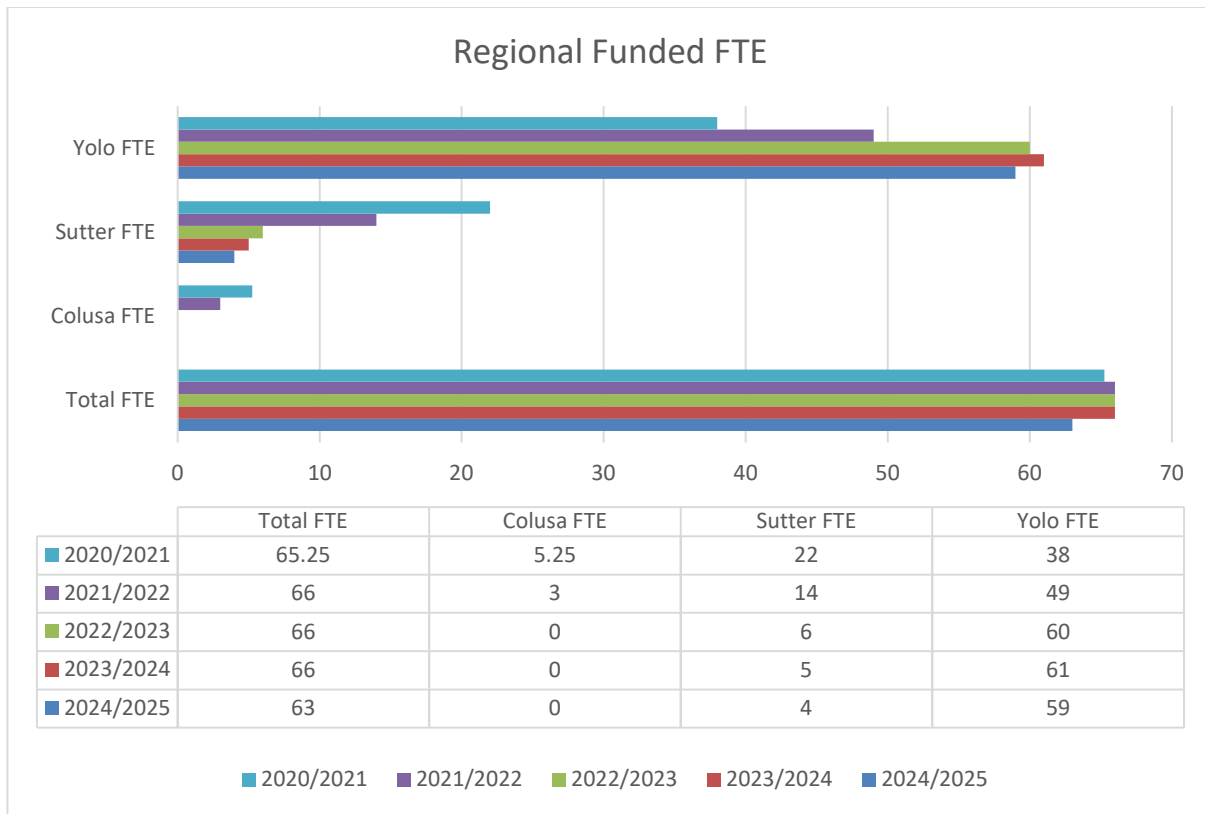
needed.

Reductions to FTEs in the proposed FY 2024-25 budgets were unavoidable due to rising costs. A total of 3 vacant FTE's are being unfunded or eliminated out of the Yolo budget, 2 Attorney's and one Admin Clerk I/II, bringing us to a total of 63 funded FTE's. In April of 2023 we discontinued shared services with Glenn County for attorney services. We were splitting the cost of one full time limited term attorney. This position and funding that we received from Glenn are reduced in the FY 2024-25 Budget. Additionally, the department had two Assistant Directors, one of which was also the Lead Attorney. Upon the retirement of the Lead Attorney Assistant Director, the position is being eliminated. Another one of our long-time existing Attorneys was promoted to the role of Lead Attorney, who is not also acting as Assistant Director. The department now has 2 full-time attorneys only. The Admin Clerk I/II is vacant and unfunded. There are some pending unknown costs that could allow us to fund that position depending on the final county budgets.

Departmental proposed budgets have been submitted to Sutter and Yolo counties totaling \$9,690,576 for the region. The chart below shows how our county budgets have changed over time as we have moved through our regional journey.



The chart below shows how the regional agencies funded full time equivalents are changing over time. Four Sutter County employees have not yet chosen to transition to Yolo County and have until December of 2025 to do so.



### Ongoing Funding Efforts

In 2018, the Child Support Directors Association (CSDA) worked in collaboration with DCSS to establish a budget methodology for the allocation of program funds which considers caseload variations between Local Child Support Agencies (LCSA) and average FTE costs to provide the minimum resources to each local agency to complete mandated activities and to meet minimum federal and state management requirements. This methodology was ultimately adopted, and the plan was to roll out full implementation over several years, with full implementation by SFY 2023-24. The California program did not see full implementation in 2023-24 and with deficits reported in the January Governor’s Budget we do not expect additional funding for Child Support in 2024-25. We do not have reason to believe at this time that funding will be cut for the budget year. With policy changes that continue to impact the size of our caseload we anticipate that our funding may be negatively impacted in future years. We have closed over 500 cases in this fiscal year related primarily to foster care policy change. We are not considered overfunded in FY

2024-25, based on the latest funding calculator tool that DCSS provides us to run “what if” scenarios but of course that can change over time. All California counties are impacted by the policy changes and caseload reductions, not just our agency.

Last year we shared information about regional agency funding advocacy efforts given the unique challenges of running a regional operation. The ask was to fund regional agencies by county, as opposed to running the funding calculator for a single agency. The DCSS Director and CFO did not support this approach and pointed to the efficiencies gained in regionalizing in addition to concerns about cost effectiveness. As a result, the regional directors are taking a different approach recognizing that regional LCSAs provide services in multiple jurisdictions. The budget methodology assumes a fixed rate of 20.9% for Operating Expenses & Equipment (OE&E). That percentage was developed in 2018 based on the costs of running a single county LCSA, however that percentage is applied equally to all LCSA’s. DCSS did an analysis of OE&E actual expenditures and determined that regionalized LCSA costs were closer to 23-25%. The regional Directors are asking to be funded using a higher OE&E percentage. If this approach gets traction, it will not have an impact in FY 2024-25 allocations but instead could impact future years allocation.



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

To: RCSA Leadership Advisory Committee  
From: Natalie Dillon, Regional Director  
Subject: LAC Meeting Frequency (Agenda Item #8)  
Date: May 1, 2024

The Colusa Sutter Yolo Regional Child Support Agency came into existence in January 2021. In the first year, the Leadership Advisory Committee, LAC, met four times. In 2022, the LAC reduced its meeting frequency to twice annually. Generally, the Spring meeting focusses on budget and the Fall meeting on program performance. The RCSA Bylaws (attached) state that the Regional Director will convene the Child Support Leadership Advisory Committee meeting a minimum of one time per year.

Does the LAC want to continue to meet twice annually or reduce the meeting frequency to once a year?



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

## **Bylaws**

### **ARTICLE I. NAME OF AGENCY**

The name of the Agency, commencing January 2, 2021, is the COLUSA, SUTTER AND YOLO REGIONAL CHILD SUPPORT AGENCY (also known as the RCSA, or Regional Agency). The Memorandum of Understanding (MOU) that created the Regional Agency also established the County Leadership Advisory Committee.

### **ARTICLE II. AGENCY PURPOSE AND MISSION**

Section 1: PURPOSE: To effectively administer and deliver IV-D Child Support program services to the families of Colusa, Sutter and Yolo counties.

Section 2: MISSION STATEMENT: The Colusa, Sutter and Yolo Regional Child Support Agency works with families to promote self-sufficiency and the well-being of children by establishing parentage and financial support.

### **ARTICLE III. COUNTY LEADERSHIP ADVISORY COMMITTEE PURPOSE**

Section 1: PURPOSE: The Child Support Leadership Advisory Committee (Committee or LAC) provides a forum for ongoing direct communication between the Counties and the Regional Director.

The Child Support Leadership Advisory Committee provides a streamlined process for the Regional Agency and the Counties to collaborate as partners in the development of short and long-term program priorities, advise the Regional Director on annual budget development, provide input on the Regional Director's annual performance evaluation, and perform various other functions specified in the MOU.

### **ARTICLE IV. COUNTY LEADERSHIP ADVISORY COMMITTEE COMPOSITION**

Section 1: COMPOSITION: The MOU that established the Regional Agency defines the composition of the Committee as: two (2) representatives from each of the Counties. One (1) of the two (2) representatives will be the County Administrative Officer (CAO) (or their designee); and one (1) will be a Supervisor (or an alternate Supervisor).





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

Assignment to the Leadership Advisory Committee is generally a two year term, or until replaced by their appointing authority.

If a person assigned to the Committee ceases to be a member of the Board of Supervisors or the designee of the County Administrator, that individual will be deemed removed from the Committee and will no longer serve as a representative. The vacancy will be filled in a manner similar to the original appointment.

Section 2: STAFF: The Director of the Regional Agency and/or their designee will staff the Leadership Advisory Committee and prepare and maintain minutes of its meetings.

Section 3: CHAIRPERSON: In its discretion, the Committee at any time may elect a Chair and Vice-Chair to lead meetings and perform related duties. The Chair and Vice-Chair will serve one-year terms. If the Committee does not elect a Chair and Vice-Chair, the Director will lead meetings but will not cast votes in any matters requiring a decision.

### **ARTICLE V. VOTING**

Section 1: VOTING: Generally, consistent with its purpose as a collaborative body, the Committee will endeavor to operate by consensus in providing guidance to the Director on matters within its purview. On matters that require Committee action (for example, dispute resolution under Section L of the MOU), each representative member is entitled to one vote.

Section 2: PROXY VOTING: If a representative is unable to attend a Leadership Advisory Committee meeting, the right to vote for that County may be delegated to the other County representative. A written authorization is required and becomes effective when received by the Regional Director.

Section 3: A majority of representatives present either in person, electronically, telephonically or by proxy will be required to pass motions.

Section 4: TIE: If there is a tie in voting, the Committee shall be deemed deadlocked and no action shall result.



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

### **ARTICLE VI. MEETINGS**

Section 1: All meetings of the Committee shall comply with the Ralph M. Brown Act. The Regional Director will convene the Child Support Leadership Advisory Committee meeting a minimum of one time per year. The Committee will meet at such times and places within one of the three participating Counties, or virtually. The Committee will be noticed by the Regional Director through distribution and posting of an agenda, as discussed below. Meetings can be held in person, telephonically or virtually, subject to compliance with the Brown Act.

Section 3: AGENDA: The Regional Director will create the agenda for all meetings and will distribute the agenda to the representatives prior to each meeting and handle all public posting responsibilities (in coordination with the Clerk of the Board of Supervisors for each participating County, as needed). Items for the agenda may be submitted to the Regional Director by any member of the Committee. Items may also be suggested by non-members, including members of the public. The Regional Director shall determine which items are included on an agenda in consultation with the Chair and Vice-Chair or, if those positions are not filled, the Director shall have sole discretion in such matters.

Section 4: MINUTES: Staff of the Regional Director will prepare minutes of the public portion of each meeting and will distribute copies to each representative. Adopted minutes will be available to the public upon request. Minutes of closed sessions are not required and, if taken, will also be available to the public only in accordance with the Ralph M. Brown Act, Public Records Act, and other applicable laws. The minutes will include a record of the persons present (including the names of representatives, names of staff, and the names of members of the public from whom written or oral presentations were made) and a description of the matters discussed and conclusions reached, and copies of all reports received, issued or approved by the Committee.

All documents, reports, or other materials prepared by, or for, the Committee constitute official government records and must be maintained by the Regional Agency.

Section 5: RESPONSIBILITIES: The responsibilities of the Committee are described in the MOU, relevant sections of which and are provided in the following paragraphs for ease of reference.

Section 6: PROGRAM DEVELOPMENT: The Regional Director will provide information to the Child Support Leadership Advisory Committee regarding prior year performance accomplishments and budget year goals.



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

Section 7: BUDGET DEVELOPMENT: The child support program allocation for the Regional Agency is distributed by the California Department of Child Support Services (DCSS) and will be issued to YOLO County as the lead county. Any changes to the regional allocation will be shared with the Child Support Leadership Advisory Committee.

### **ARTICLE VII. RESPONSIBILITIES**

Section 1: SELECTION OF A NEW DIRECTOR: When/if assignment of a new Regional Director is required; YOLO County will recruit for the position. At least one representative from each county who participates on the Committee will participate in candidate assessment/review panel and make a recommendation to the Yolo County CAO on the ideal candidate for the Regional Director position.

Section 2: REGIONAL DIRECTORS REVIEW: At the time of his/her regularly scheduled annual review, the Yolo County CAO will invite the Child Support Leadership Advisory Committee's input on their performance of the Regional Director.

The Child Support Leadership Advisory Committee is encouraged to provide regular feedback to the Yolo County CAO regarding staff and/or program performance for all members of the Regional Agency engaged in work in the member counties.

### **ARTICLE VIII. AMENDMENTS**

Section 1: NOTICE Except as otherwise required by law, these bylaws may be amended at any regular meeting of the Leadership Advisory Committee.

Section 2: VOTE Such amendment will require an affirmative vote of a simple majority of the representatives present either in person, telephonically, virtually or by proxy.

Section 3: EFFECTIVE DATE: Unless the effective date is included in the vote, the date of approval by the membership constitutes the new effective date of the bylaws.