



# COUNTY OF HUMBOLDT

For the meeting of: 11/2/2021

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File #: 21-1444

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**To:** Board of Supervisors

**From:** Child Support Services

**Agenda Section:** Consent

**SUBJECT:**

Memorandum of Understanding with Napa County Child Support Regarding the Designation of a Napa County Child Support Specialist to provide services for North Coast Regional Department of Child Support Services

**RECOMMENDATION(S):**

That the Board of Supervisors:

1. Approve, and authorize the Director of North Coast Regional Department of Child Support Services (NCRDCSS) to execute the attached memorandum of understanding (MOU) between North Coast Regional Department of Child Support Services and Napa County Child Support Services for case manager services; and
2. Authorize the Director of NCRDCSS, or a designee thereof, to execute any and all subsequent amendments to the attached memorandum of understanding with Napa County Child Support Services, after review and approval by County Counsel, Risk Management and the County Administrative Office.

**SOURCE OF FUNDING:**

Child Support Services (1380)

**DISCUSSION:**

The North Coast Regional Department of Child Support Services (NCRDCSS) currently provides child support services for Humboldt and Trinity counties, with Humboldt as the lead county. There are 18 Child Support Specialist (CSS) positions allocated to NCRDCSS of which, six are vacant. The CSS is the front-line case manager for families engaged in the child support program. Being only 2/3 fully staffed in the CSS position is putting NCRDCSS at risk of failing key performance time frames and activities, which will eventually affect the quality of service experienced by customers and the public.

While the Department is actively working to fill these vacancies, it has been difficult to recruit qualified applicants. A recent recruitment effort to fill four of the Child Support Specialist vacancies resulted in only one new hire. Training for a new Child Support Specialist to become responsible for a caseload takes a minimum of six months.

As a way of closing the knowledge gap while we work to recruit and train additional staff into the CSS position, NCRDCSS seeks to obtain services of a skilled and qualified CSS currently employed with Napa County Child Support Services to manage one caseload. Napa County Child Support currently has highly qualified employees and is working within a budget deficit. Working together to utilize one of their seasoned employees will benefit both agencies as well as provide community appropriate levels of service in a timely manner. This work would occur remotely through the state Child Support Enforcement (CSE) system. The employee would remain a Napa County employee, with caseload supervision and funding coming from NCRDCSS.

The Child Support Program is funded with State and Federal funds, and Local Child Support Agencies are encouraged to share services when needed. This agreement is supported and will be approved by the California Department of Child Support Services. No county funds will be impacted.

FINANCIAL IMPACT:

Pursuant to the terms and conditions of the attached memorandum of understanding, NCRDCSS will reimburse Napa County Child Support Services, up to a maximum amount of \$110,000, for one Child Support Specialist to manage a NCRDCSS caseload. Sufficient funds exist in Salaries and Wages within Fund 1380, Budget Unit 206, to cover this cost in the Fiscal Year (FY) 2021-22 due to vacancies. The attached MOU establishes that the funds shall not exceed \$110,000.00 in FY 2021-22. Child Support is funded with State and Federal funds, as a result, this request will not impact the Humboldt County General Fund.

STRATEGIC FRAMEWORK:

This action supports your Board's Strategic Framework by facilitating public/private partnerships to solve problems ; managing our resources to ensure sustainability of services; and providing community appropriate levels of service.

OTHER AGENCY INVOLVEMENT:

Napa County Child Support Services

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board could choose not to approve the attached memorandum of understanding with Napa County Child Support. However, if that happens NCRDCSS will have difficulty providing the level of services needed for minimum program requirements and excess funds designated for salaries and benefits will go unspent.

ATTACHMENTS:

Memorandum of Understanding between North Coast Regional Department of Child Support Services and Napa County Child Support Services

PREVIOUS ACTION/REFERRAL:

Board Order No.: N/A

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