

Section 1 Purpose

NAPA COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES  
AND  
NORTH COAST REGIONAL DEPARTMENT OF CHILD SUPPORT  
SERVICES  
MEMORANDUM OF UNDERSTANDING FOR  
CASE MANAGER SERVICES  
November 1, 2021 THROUGH 6/30/2022

This agreement is entered into between the Napa County Department of Child Support Services, hereinafter called NAPA, and the North Coast Regional Department of Child Support Services, hereinafter called NORTH COAST. The effective date of this agreement is November 1, 2021.

**WHEREAS**, NCRDCSS desires to obtain certain services of a Child Support Specialist (CSS) familiar with the Child Support Enforcement Program in order to work directed reports and activities while NORTH COAST is hiring and training new employees; and

**WHEREAS**, NAPA desires to offer the services of one CSS to assist NORTH COAST; and

**WHEREAS**, the Child Support Enforcement Program is funded by the state and Local Child Support Agencies such as NAPA and NORTH COAST are encouraged to share services; and

**NOW, THEREFORE**, the parties agree as follows:

1. NAPA will provide the services of one CSS to NORTH COAST equal to 40 hours each week or alternative schedules as agreed upon by both Directors.

The CSS provided by NAPA to NORTH COAST pursuant to this agreement shall be familiar with child support establishment and enforcement, including relevant laws, policy and procedures.

Both NAPA and NORTH COAST shall be responsible for supervising the CSS provided by NAPA for quality assurance, meetings, tracking, compliance issues or other duties as needed.

2. NAPA and NORTH COAST remain separate and distinct

NAPA and NORTH COAST shall remain separate and distinct programs operated within the respective counties.

3. Charges for Services

NORTH COAST will be responsible for the salary and benefits of one Child Support Specialist II FFY 2021-2022.

NAPA will provide actual hours worked on behalf of NORTH COAST to NORTH COAST and California Department of Child Support Services on a monthly basis.

There will be no billing or reimbursement between NAPA and NORTH COAST. DCSS shall allocate the costs of work performed by the Napa employee on behalf of NORTH COAST to NAPA.

The total value of services rendered by NAPA under this contract shall not exceed \$110,000.00

4. Data Collection

NAPA and NORTH COAST shall each keep data regarding processes that work well, those that need improvement, lessons learned and suggestions for change for future “service sharing” agreements.

NAPA will keep track of cases or reports worked and outcomes from the work done by NAPA.

5. General Provisions

It is specifically and expressly understood that this agreement creates no relationship of employer/employee between Napa County and Humboldt or Trinity County and the NAPA and NORTH COAST personnel.

The Directors of NAPA and NORTH COAST agree to meet on a regular basis to discuss the status of the shared services, including problems, issues, concerns, standards and goals.

NORTH COAST authorizes NAPA to access Child Support Enforcement System - CSE and all data within the system related to Humboldt and Trinity County cases for the purposes of providing assistance on child support cases and completing necessary quality assurance.

NAPA and NORTH COAST agree the CSSs working on behalf of NORTH COAST will remain under the supervision of NAPA. NAPA will provide a Child Support Supervisor to supervise the work and report to the appropriate NORTH COAST liaison for each assignment.

NAPA will provide quality assurance on all work performed by NAPA on behalf of NORTH COAST.

NORTH COAST will direct which cases, reports or other assignments to be worked by NAPA.

NAPA will provide services in line with DCSS policies and procedures and NORTH COAST specific policies and procedures where appropriate.

NAPA will be permitted to provide services pursuant to this agreement remotely and will not be required to travel to Humboldt County to provide these services.

6. Hold Harmless and Insurance Requirements

NAPA and NORTH COAST shall each defend, hold harmless, and indemnify the other party, its governing board, officers, officials, administrators, agents, employees, volunteers, and other representatives from and against any and all liabilities, claims, demands, costs, losses, damages, or expenses, including reasonable attorneys’ fees and costs, and including but not limited to, consequential damages, loss of use, extra expense, death, sickness, or injury to any person(s) or damage to any property, from any cause whatsoever arising from or connected with the service hereunder, that arise out of or result from, in whole or in part, the negligent, wrongful, or willful acts or omissions of the indemnifying party, its employees, volunteers, agents, subcontractors, consultants, or other representatives. This indemnity provision shall survive the termination or expiration of this agreement and is an addition to any other rights or remedies that NORTH COAST and NAPA may have under law or under this agreement.”

Without limiting the parties’ indemnification obligations set forth herein, each party shall maintain in full force and effect, at its own expense, any and all appropriate comprehensive general liability, comprehensive automobile, workers’ compensation and professional liability insurance policies.

7. Miscellaneous

No person shall, on the grounds of race, color, religion, ancestry, gender, age (over 40), national origin, medical condition (cancer), physical or mental disability, sexual orientation, pregnancy, childbirth, or related medical condition, marital status, or political affiliation be denied any benefits or subjected to discrimination under this agreement.

All parties to this agreement will comply with state and federal regulations that are involved in this agreement.

This agreement may be signed in more than one counterpart, in which case each counterpart shall constitute an original of this agreement.

This agreement may not be assigned or delegated by either party without the prior written consent of the other party.

8. Amendment

This agreement may be amended at any time during the term of this agreement upon the mutual consent of both parties. No addition to, or alteration of, the terms of this agreement shall be valid unless made in writing and signed by the parties hereto.

9. Jurisdiction and Venue

This agreement shall be construed in accordance with the laws of the State of California. Any dispute relating hereto shall be elevated to the State of California Department of Child Support Services by the parties for resolution.

10. Confidential Information

- A. Disclosure of Confidential Information. In the performance of this MOU, each party may receive information that is confidential under local, state or federal law. Each party hereby agrees to protect all confidential information in conformance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, without limitation: Division 19 of the California Department of Social Services Manual of Policies and Procedures – Confidentiality of Information; California Welfare and Institutions Code Sections 827, 5328, 10850 and 14100.2; California Health and Safety Code Sections 1280.15 and 1280.18; the California Information Practices Act of 1977; the California Confidentiality of Medical Information Act (“CMIA”); the United States Health Information Technology for Economic and Clinical Health Act (“HITECH Act”); the United States Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and any current and future implementing regulations promulgated thereunder, including, but not limited to, the Federal Privacy Regulations contained in Title 45 of the Code of Federal Regulations (“C.F.R.”) Parts 160 and 164, the Federal Security Standards contained in 45 C.F.R. Parts 160, 162 and 164 and the Federal Standards for Electronic Transactions contained in 45 C.F.R. Parts 160 and 162, all as may be amended from time to time.
- B. Continuing Compliance with Confidentiality Requirements. Each party hereby acknowledges that local, state and federal laws, regulations and standards pertaining to confidentiality, electronic data security and privacy are rapidly evolving and that amendment of this MOU may be required to ensure compliance with such developments. Each party agrees to promptly enter into negotiations concerning an amendment to this MOU embodying written assurances consistent with the requirements of HIPAA, the HITECH Act, the CMIA and any other applicable local, state and federal laws, regulations or standards.

## 11. Notices

Any and all notices required to be given pursuant to the terms and conditions of this MOU shall be in writing and either served personally or sent by certified mail, return receipt requested, to the respective addresses set forth below. Notice shall be effective upon actual receipt or refusal as shown on the receipt obtained pursuant to the foregoing.

NORTH COAST: North Coast Regional Department of Child Support Services  
Attention: Bennett Hoffman  
2420 6<sup>th</sup> Street  
Eureka, California 95501

NAPA: Napa County Department of Child Support Services  
Attention: Janet Nottley  
1127 1st Street Suite D  
Napa, California 94559

## 12. Applicable Laws, Regulations and Standards

- A. General Legal Requirements. Each party hereby agrees to comply with any and all local, state and federal laws, regulations, policies, procedures and standards applicable to the licenses and services provided pursuant to the terms and conditions of this Agreement.
- B. Licensure Requirements. Each party hereby agrees to comply with any and all local, state and federal licensure, certification and accreditation requirements and standards applicable to the licenses and services provided pursuant to the terms and conditions of this Agreement.
- C. Accessibility Requirements. Each party hereby agrees to comply with any and all applicable accessibility requirements set forth in the Americans with Disabilities Act, Section 508 of the Rehabilitation Act of 1973, as amended, California Government Code Section 1135 and any current and future implementing regulations, policies, procedures and standards promulgated thereunder, including, without limitation, the federal accessibility standards set forth in 36 C.F.R. Section 1194.1, all as may be amended from time to time.
- D. Conflict of Interest Requirements. Each party hereby agrees to comply with any and all applicable conflict of interest requirements set forth in the California Political Reform Act and any current and future implementing regulations, policies, procedures and standards promulgated thereunder.

## 13. Provisions Required by Law

This Agreement is subject to any additional local, state and federal restrictions, limitations or conditions that may affect the terms, conditions or funding of this Agreement. This Agreement shall be read and enforced as though all legally required provisions are included herein, and if for any reason any such provision is not included, or incorrectly stated, the parties agree to amend the pertinent section to make such insertion or correction.

## 14. Reference to Laws, Regulations and Standards

In the event any law, regulation or standard referred to herein is amended during the term of this Agreement, the parties agree to comply with the amended provision as of the effective date thereof.

15. Severability

If any provision of this Agreement, or any portion thereof, is found by any court of competent jurisdiction to be unenforceable or invalid for any reason, such provision shall be severable and shall not in any way impair the enforceability of any other provision of this Agreement. In such a scenario, the parties agree to work in good faith to amend the unenforceable term or terms to comply with the applicable law and to reflect the parties' intention, if necessary.

16. Survival of Provisions

The obligations set forth in section 10 – Confidential Information shall survive the expiration or termination of this agreement.

17. Interpretation

This Agreement, as well as its individual provisions, shall be deemed to have been prepared equally by both of the parties hereto, and shall not be construed or interpreted more favorably for one (1) party on the basis that the other party prepared it.

18. Force Majeure

Neither party hereto shall be liable or responsible for delays or failures in performance resulting from events beyond the reasonable control, and without the fault or negligence, of such party. Such events shall include, without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, pandemics, acts of government, fire, power failures, nuclear accidents, earthquakes, unusually severe weather, acts of terrorism or other disasters, whether or not similar to the foregoing.

19. Entire Agreement

This MOU contains all of the terms and conditions agreed upon by the parties hereto and no other agreements, oral or otherwise, regarding the subject matter of this MOU shall be deemed to exist or to bind either of the parties hereto. In addition, this MOU shall supersede in their entirety any and all prior agreements, promises, representations, understandings and negotiations of the parties, whether oral or written, concerning the same subject matter. Any and all acts which may have already been consummated pursuant to the terms and conditions of this MOU are hereby ratified.

20. Counterpart Execution

This MOU, and any amendments hereto, may be executed in one (1) or more counterparts, each of which shall be deemed to be an original and all of which, when taken together, shall be deemed to be one (1) and the same agreement. This MOU, and any amendments hereto, may be signed by manual or electronic signatures in accordance with any and all applicable local, state and federal laws, regulations and standards, and such signatures shall constitute original signatures for all purposes. A signed copy of this MOU, and any amendments hereto, transmitted by email or by other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original executed copy of this MOU and any amendments hereto.

21. Authority to Execute

Each person executing this MOU represents and warrants that he or she is duly authorized and has legal authority to execute and deliver this MOU. Each party represents and warrants to the other that the execution and delivery of this MOU and the performance of such party's obligations hereunder have been duly authorized.

22. Dispute Resolution

Each party hereto agrees to make their best effort to resolve any and all disputes arising hereunder, or relating hereto, by good faith discussion whenever possible.

23. Standard of Practice

Each party warrants that it has the degree of learning and skill ordinarily possessed by reputable professionals practicing in similar localities in the same profession and under similar circumstances. Each party's duty is to exercise such care, skill and diligence as professionals engaged in the same profession ordinarily exercise under like circumstances.

24. Relationship of the Parties

- A. Independent Contractor Relationship. Each party hereby acknowledges that this Agreement is by and between two (2) independent entities and is not intended to, and shall not be construed to, create the relationship of agents, servant, employee, partnership, joint venture or any other similar association. NAPA's CSS shall not be entitled to any benefits to which NORTH COAST employees are entitled, including, without limitation, overtime, retirement, leave or workers' compensation benefits. No employment relationship exists between the parties hereto, and NAPA shall be solely responsible for the acts and omissions of its agents, officers, employees, assignees and subcontractors.
- B. Performance of Duties and Obligations. Each party hereby acknowledges that NORTH COAST shall not control or direct NAPA's CSS with regard to the manner or means in which NAPA's CSS performs their duties and obligations under this Agreement. Although NORTH COAST may at times provide information concerning its business and clients to NAPA, NORTH COAST shall not provide any training or instruction to NAPA's CSS regarding the manner and means by which the services required hereunder are provided. NORTH COAST shall simply have the right to approve or disapprove the services provided pursuant to the terms and conditions of this Agreement. NAPA's CSS shall not be responsible for reporting to any NORTH COAST officer, employee or agent in carrying out their duties and obligations under this Agreement. NAPA shall not have the authority to bind NORTH COAST contractually, conduct business on NORTH COAST's behalf or incur any obligations on behalf of NORTH COAST. NAPA and its CSS provided hereunder hereby agrees not to represent NORTH COAST as an employee of NORTH COAST in any capacity, including, without limitation, when interacting with NORTH COAST's clients, vendors or employees.

25. Nuclear-Free Humboldt County Ordinance Compliance

By executing this Agreement, NAPA certifies that it is not a Nuclear Weapons Contractor, in that NAPA is not knowingly or intentionally engaged in the research, development, production or testing of nuclear warheads, nuclear weapons systems or nuclear weapons components as defined by the Nuclear-Free Humboldt County Ordinance. NAPA agrees to notify NORTH COAST immediately if it becomes a Nuclear Weapons Contractor as defined above. NORTH COAST may immediately terminate this Agreement if it determines that the foregoing certification is false or if NAPA subsequently becomes a Nuclear Weapons Contractor.

26. Term of Agreement

This agreement shall be in effect from the date of execution by all parties to June 30, 2022, unless written notice to terminate is given by either party to the other at least thirty (30) days prior to the date of termination. Either party may terminate this agreement without cause upon thirty (30) days advance written notice which states the effective date of the termination.

**Signatures**

**IN WITNESS WHEREOF**, the parties hereto by their duly authorized representatives have affixed their hands on the day and year first above written.

\_\_\_\_\_  
Janet Nottley, Director  
Napa County Department of Child Support Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Bennett Hoffmann, Director  
North Coast Regional Department of Child Support Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
David Kilgore, Director  
California State Department of Child Support Services

\_\_\_\_\_  
Date

**Signatures County of Napa (continued)**

*Approved as to form:*

\_\_\_\_\_  
Rachel Ross, County Counsel  
County of Napa

\_\_\_\_\_  
Date

\_\_\_\_\_  
Alfredo Pedroza, Chair Board of Supervisor

\_\_\_\_\_  
Date