



COUNTY OF HUMBOLDT

For the meeting of: 5/12/2026

File #: 26-390

To: Board of Supervisors

From: Child Support Services

Agenda Section: Consent

Vote Requirement: Majority

SUBJECT:

Amendment to Existing Professional Services Agreement with Maximus US Services Inc. from April 2026 Through September 2026

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the attached amendment to the existing professional services agreement between Maximus US Services Inc. (Maximus) and Humboldt-Trinity Child Support Agency (HTCSA), formally known as North Coast Regional Department of Child Support Services (NCRDCSS) for Fiscal years (FY) 2025-26 through 2026-27; and
2. Authorize the Department of Child Support Services Director, or a designee thereof, to execute the attached amendment to the existing Professional Services Agreement by and between Maximus and HTCSA For FY 2025-26 through 2026-27; and
3. Authorize the Department of Child Support Services Director, or a designee thereof to execute any and all subsequent amendments, certifications, attestations, and documents directly associated with the attached Professional Services Agreement with Maximus; and
4. Direct the clerk of the Board to provide HTCSA with one certified copy of the Board Order pertaining to this item.

STRATEGIC PLAN:

This action supports the following areas of your Board's Strategic Plan.

Area of Focus: Workforce & Operational Excellence

Strategic Plan Category: 3001 - Support a well-trained workforce

DISCUSSION:

On June 10, 2024, HTCSA entered an agreement with Maximus US Services, Inc. to assess the business processes of case management and provide recommendations for improvements. Maximus has performed Child Support consulting work in many child support programs, are experienced with the complexities of the work required and have worked to implement many of the same key priorities in other departments that HTCSA has identified for improvement efforts. During the engagement and assessment, Maximus staff conducted interviews with staff, learned the current workflow of the case management work and provided a detailed evaluation and recommendations for improving efficiencies and performance to save the agency time and money, while improving customer service. Maximus has assisted HTCSA supervisors and staff in implementing a plan to re-engineer the approach to training newly hired staff to allow them to start working a caseload sooner, while they continue with their training. The recommendations have also included changes to the way that supervisors conduct quality assurance and productivity reviews, to ensure that work is being evaluated to support ongoing training as well as support the improvement of performance measures in the future.

On April 10, 2025, HTCSA entered into an agreement with Maximus US Services, Inc. to develop and implement an updated strategic

plan that will help HTCSA modernize their administrative business model, improve efficiencies, and reduce costs. The Strategic Plan is currently being finalized to include updated language to the HTCSA vision and mission statements, improved tactics to achieve the strategic goals that have been identified, and increased transparency with measurable goals. This phase II agreement with Maximus US Services to address strategic planning expires on June 30, 2026.

During strategic planning Maximus and HTCSA have identified areas of internal administrative and fiscal processes that require redesign to become more efficient and transparent. Utilizing the knowledge that Maximus has gained in working with the department, in addition to their expertise in Business Process Reengineering, recommendations have included improvements to the fiscal and administrative operating procedures. Using automation and task management tools, Maximus has developed a plan to improve the fiscal and administrative operating procedures, communication, reporting, supervisor oversight and training for HTCSA which will not require ongoing support from Maximus. This phase III, requested amendment to the existing contract will modify the scope of services to include the Fiscal Business Process Reengineering Project.

SOURCE OF FUNDING:

Child Support (1380)

FINANCIAL IMPACT:

Expenditures (1380,206)	FY25-26	FY26-27 Projected*	FY27-28 Projected*
Budgeted Expenses	<u>\$45,340</u>	<u>\$4,000</u>	<u>\$0</u>
Total Expenditures	<u>\$45,340</u>	<u>\$4,000</u>	<u>\$0</u>

**Projected amounts are estimates and are subject to change.*

Funding Sources (1380,206)	FY25-26	FY26-27 Projected*	FY27-28 Projected*
State/Federal Funds	<u>\$45,340</u>	<u>\$4,000</u>	<u>\$0</u>
Total Funding Sources	<u>\$45,340</u>	<u>\$4,000</u>	<u>\$0</u>

**Projected amounts are estimates and are subject to change.*

Narrative Explanation of Financial Impact:

The amended agreement will be fully funded through State and Federal funding for the Department of Child Support. The maximum amount of the agreement is \$49,340 over the term of FY 2025-2026 through FY 2026-2027. Funding in the amount of \$45,340 has been included in the annual budget process for FY 2025-2026 and the additional amount of \$4,000 has been included in the proposed budget for FY 2026-2027 in the Department of Child Support budget (1380206). There will be no impact to the general fund.

STAFFING IMPACT:

Narrative Explanation of Staffing Impact:

Approval of this amended agreement will continue to allow HTCSA to achieve organizational objectives that align with the strategic plan, reduce costs, improve efficiency and service to the community.

OTHER AGENCY INVOLVEMENT:

Maximus US Services Inc.

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Your Board may choose not to approve the recommendations. However, this is not recommended as HTCSA has the funding identified and would need to find alternative ways to perform this work without the data-driven approach for managing change, performance, and the cost-effectiveness of the program that Maximus provides

ATTACHMENTS:

File #: 26-390

1. Maximus PSA Strategic Planning Phase II Expires JUN 2025
2. Maximus PSA Amendment I Phase III Expires SEPT 2026

PREVIOUS ACTION/REFERRAL:

Meeting of: n/a

File No.: n/a