



COUNTY OF HUMBOLDT

AGENDA ITEM NO.

C-4

For the meeting of: October 21, 2014

Date: October 2, 2014

To: Board of Supervisors

From: *MLD*
M. Lisa Dugan, Director, Department of Child Support Services

Subject: APPROVAL AND EXECUTION OF PLAN OF COOPERATION FOR CASE MANAGEMENT SERVICES FOR SPECIALIZED WORKERS' COMPENSATION CASES BETWEEN THE HUMBOLDT COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES AND THE LASSEN COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES FOR JULY 1, 2014, THROUGH JUNE 30, 2015

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve and execute the Plan of Cooperation between the Humboldt County Department of Child Support Services and the Lassen County Department of Child Support Services for July 1, 2014, through June 30, 2015, allowing Humboldt County to provide case management services for specialized Workers' Compensation cases to Lassen County for the purpose of collecting funds in child-support cases; and
2. Authorize the Director of the Department of Child Support Services to sign all future Plans of Cooperation for Workers' Compensation services between the Humboldt County Department of Child Support Services and other local child support agencies (LCSAs).

Prepared by M. Lisa Dugan

CAO Approval *Cheryl Dillingham*

REVIEW:

Auditor _____ County Counsel *JA* Personnel _____ Risk Manager _____ Other _____

TYPE OF ITEM:

Consent
 Departmental
 Public Hearing
 Other _____

PREVIOUS ACTION/REFERRAL:

Board Order No. _____

Meeting of: _____

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT

Upon motion of Supervisor *Sundberg* Seconded by Supervisor *Bass*

Ayes *Sundberg, Lovelace, Bohn, Fennell, Bass*
Nays _____
Abstain _____
Absent _____

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated: *Oct. 21, 2014*

By: *Kathy Hayes*
Kathy Hayes, Clerk of the Board

SOURCE OF FUNDING:

Child Support Services Fund

DISCUSSION:

The Humboldt County Department of Child Support Services (Humboldt DCSS) processes liens on Workers' Compensation cases for the purpose of collecting funds in child-support cases. Humboldt DCSS has seen success in this venture and has a Child Support Specialist III who has become a statewide expert for assisting other local child support agencies (LCSAs).

Humboldt DCSS has forged excellent relationships with other LCSAs, particularly those in the northern state. As State DCSS seeks shared-services agreements between local agencies throughout the State as a means of creating efficiencies and making the best use of local expertise, the Humboldt DCSS and the Lassen County Department of Child Support Services (Lassen DCSS) wish to enter into a Plan of Cooperation (POC) to allow the Humboldt DCSS to process Lassen DCSS's Workers' Compensation cases for the purpose of collecting funds in Lassen DCSS's child-support cases.

Both the child-support and Workers' Compensation programs are on statewide computer systems, enabling Humboldt DCSS to perform the work from the Humboldt DCSS worksite.

The Department of Child Support Services is requesting that the Board of Supervisors approve and execute the Plan of Cooperation between the Humboldt DCSS and the Lassen County DCSS for July 1, 2014, through June 30, 2015, allowing Humboldt County to process Lassen County's Workers' Compensation cases for the purpose of collecting funds in child-support cases.

Further, the Department requests that the Board of Supervisors authorize the Director of the Department of Child Support Services to sign all future Plans of Cooperation between the Humboldt DCSS and other LCSAs for the processing of Workers' Compensation cases.

FINANCIAL IMPACT:

There is no financial impact to Humboldt County Department of Child Support Services. Humboldt DCSS receives credit toward cost-effectiveness.

This agenda item supports the Board's Strategic Framework by allowing the Department of Child Support Services to provide community-appropriate levels of support, manage our resources to ensure sustainability of services, and invest in County employees.

OTHER AGENCY INVOLVEMENT:

Lassen County Department of Child Support Services

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Your Board may choose to decline to execute the Plan of Cooperation. In that case, Humboldt DCSS will not process Workers' Compensation cases for Lassen DCSS or other LCSAs.

ATTACHMENTS:

One (1) copy of the Plan of Cooperation (POC) between the Humboldt County Department of Child Support Services and the Lassen County Department of Child Support Services for workers' compensation services for July 1, 2014, through June 30, 2015. Please sign and return the POC to the Department of Child Support Services so that it may be forwarded to Lassen County for their approval and execution. The POC will then be forwarded to the State Department of Child Support Services for approval.

**PLAN OF COOPERATION BETWEEN
THE HUMBOLDT COUNTY
DEPARTMENT OF CHILD SUPPORT SERVICES
AND
THE LASSEN COUNTY
DEPARTMENT OF CHILD SUPPORT SERVICES**

This Plan of Cooperation (POC) creates a "shared services" agreement between the LASSEN COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES (LASSEN COUNTY) and the County of Humboldt, a political subdivision of the State of California, by and through its Department of Child Support Services (HUMBOLDT COUNTY) (Collectively the PARTIES). Pursuant to this agreement, HUMBOLDT COUNTY will process LASSEN COUNTY's Workers' Compensation cases for the purpose of collecting funds in child support cases.

I

PURPOSE

The following Plan of Cooperation (POC) is entered into between the PARTIES for the coordination of their respective efforts and the delineation of responsibilities in relation to the Child Support Enforcement Program under Title IV-D of the Social Security Act. The purpose of this plan is to establish responsibilities for ensuring compliance with time frames for case processing as established by State and federal laws and regulations.

II

CONFIDENTIALITY

PARTIES shall comply with State and federal laws and regulations concerning the safeguarding of information. (See California Family Code, section 17212, and 22 CCR, sections 11430, 11440.) No information that identifies any applicant or recipient of public assistance by name or address shall be disclosed to any committee or legislative body.

III

STANDARDS

The PARTIES agree to comply with Title IV-D of the Social Security Act, implementing regulations, and all federal and State regulations and requirements. The parties to this Plan shall maintain an organizational structure and sufficient staff to ensure compliance with the timeframes for which they are responsible under this Plan of Cooperation and the requirements under State and federal law.

IV

RESPONSIBILITIES

Local child support agencies may, as provided by State law, enter into cooperative agreements with other agencies, as necessary, to carry out their responsibilities. When such cooperative agreements require that a delegation of duties be made, both the local child support agency delegating those responsibilities and the agency undertaking them shall be accountable for the execution of such duties and shall ensure all such functions are being carried out properly, securely, efficiently, and effectively.

A. HUMBOLDT COUNTY shall have the following responsibilities:

1. Ensure an appropriate level of staffing to assist LASSEN COUNTY in processing its Workers' Compensation cases.
2. Maintain appropriate records to ensure that cases are being processed in accordance with the State- and federally mandated requirements.
3. Ensure that the staff assigned to process LASSEN COUNTY's Workers' Compensation cases has the appropriate training and experience necessary to enable that person to perform the work in an accurate and efficient manner.
4. Cooperate and coordinate with LASSEN COUNTY in order to facilitate the objectives of this POC, including providing LASSEN COUNTY with information regarding changes in Workers' Compensation policies and procedures that affect case processing.

5. Use any information it derives while working on LASSEN COUNTY's cases only for purposes specifically authorized under this POC and applicable State and federal laws and regulations.
6. Protect all child-support information it receives pursuant to this POC against unauthorized access, at all times, in all forms.
7. Secure and maintain any computer systems, hardware, software applications, and data that will be used in the performance of this POC. This includes ensuring that all security patches, upgrades, and anti-virus updates are applied as appropriate to secure all information assets and data that may be used, transmitted, or stored on such systems during the performance of this POC.
8. Restrict any removal of LASSEN COUNTY's child-support information from HUMBOLDT COUNTY's work location unless necessary to carry out the purposes of this POC.
9. Store any child-support information retrieved as a result of working on LASSEN COUNTY's cases in a place physically secure from access by unauthorized persons.
10. Update LASSEN COUNTY's records based on the relevant information present within the Child Support Enforcement System (CSE). If document images are available within CSE, HUMBOLDT COUNTY staff will verify the information contained in those documents against the CSE legal document data.
11. Maintain a designated telephone line for Workers' Compensation telephone calls.
12. Check Child Support Lien Network (CSLN) weekly for matches.
13. Contact the insurance company for details.
14. Close match in CSLN if the claim is not eligible for collection.
15. Follow up with insurance companies, at three-month intervals for two years, on claims that are denied to verify whether or not they are later accepted.
16. Verify that IWOs have been sent on all cases; issue IWOs if not already done.

17. Verify that "dummy" IWOs have been generated in CSE as necessary and generate those if not already done.
18. Contact the Department of Industrial Relations to facilitate e-filing for LASSEN COUNTY, with HUMBOLDT COUNTY as administrator.
19. E-file liens when e-mailed or tasked by LASSEN COUNTY's case manager. Serve all parties.
20. Issue CIIP demand letters as necessary.
21. Work EN043 tasks.
22. File Applications for Adjudication and liens (e-filing directly into EAMS until access to Jet file is available). Serve all parties.
23. File Petition for Order to Withhold 25% of Permanent Disability Advances, if LASSEN COUNTY is in agreement (e-filing directly into EAMS until access to Jet file is available). Serve all parties.
24. Appear telephonically, upon AOJ approval.
25. Take telephone calls from insurance company attorneys and insurance companies.

B. LASSEN COUNTY shall have the following responsibilities:

1. Prepare accounting documentation for liens in a timely manner to ensure that compliance timeframes are met.
2. Set allocation holds.
3. Make court appearances in LASSEN COUNTY's jurisdiction, should telephonic appearance not be approved.
4. Update CSE with all information necessary to provide accurate accounting records including, but not limited to, legal document data and participant demographics.
5. Scan and upload all relevant court documents associated with each case.
6. When necessary, research aid history and update participant records in a timely manner to ensure that compliance timeframes are met.

7. Cooperate and coordinate with HUMBOLDT COUNTY in order to facilitate the objectives of this POC, including providing HUMBOLDT COUNTY with information regarding any changes in the way LASSEN COUNTY wishes its Workers' Compensation cases to be processed.
8. Ensure that HUMBOLDT COUNTY shall be exempt from payment of any fees or reimbursement for services, including but not limited to fees for providing certified or non-certified copies of documents and filing fees, in any action or proceeding brought for the establishment of a child-support obligation or the enforcement of a child- or spousal-support obligation.

C. HUMBOLDT COUNTY and LASSEN COUNTY shall have the following mutual responsibilities:

1. HUMBOLDT COUNTY and LASSEN COUNTY shall meet together periodically, at least quarterly, to discuss issues of mutual interest, concerns that may arise in connection with the handling of LASSEN COUNTY's Workers' Compensation cases, and updates on status of the work being undertaken. Best practices, trends, and outstanding issues shall also be discussed and analyzed.
2. PARTIES shall each designate a project manager to assume primary operational responsibility for the tasks undertaken under this POC. At the time of the signing of this POC, the respective project managers are:

HUMBOLDT COUNTY PROJECT MANAGER:

Angela Bott, Child Support Specialist III

(707) 441-3212 ajbott@co.humboldt.ca.us

LASSEN COUNTY PROJECT MANAGER:

Kim Dowden, Child Support Supervisor

(530) 251-2648 Dowden.kim@lassen.cse.ca.gov

V

AUDITS AND RECORD INSPECTION

- A. Each party accepts responsibility for receiving, replying to, and/or complying with any audit by appropriate State and federal audit agencies that directly relate to the services to be performed under this POC. In addition, each party agrees to pay the State's Liability to the federal government, which results from that party's failure to perform the service or comply with the conditions required by this Plan and identified by said audit.
- B. Each party shall permit the authorized representative of the other party, the California Department of Child Support Services, or other appropriate State and federal audit agencies to inspect and/or audit, at any reasonable time, all data and records relating to performance, case processing, and billing to the State under this agreement.

VI

MODIFICATION

Requests to modify this POC may be made at any time. The party desiring the modification must give written notice to the other party's designated project manager at the address specified in Paragraph VIII of this POC. The modification notice must include the language of the proposed modification. After receipt of the notice of the proposed modification, the party receiving the notice will use its best efforts to schedule a timely meeting with the requesting party to discuss the proposed modification.

VII

CORRECTIVE ACTION PLAN

Should either party to this Plan be found deficient in any aspect of performance under this POC or fail to perform to the agreed standards, the deficient party will have the responsibility of submitting a proposed corrective action plan to the other party. The corrective action plan shall identify a specific action to be taken to correct the deficient performance and shall be submitted

within thirty days after notification of deficiencies by either party. Should the deficient party fail to present a corrective action plan as required or take appropriate corrective action, the POC will automatically terminate.

VIII

TERMINATION

Either party may terminate this POC upon written notice to the parties at the address listed below:

HUMBOLDT COUNTY:

M. Lisa Dugan, Director of Child Support Services

2420 6th Street, Eureka, CA 95501

LASSEN COUNTY:

Kelley Cote, Director

P.O. Box 999, Susanville, CA 96130

IX

FUNDING

This POC in no way impacts either county's State budget allocation. Instead, HUMBOLDT COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES will receive an adjustment to the calculation of cost-effectiveness at the end of the federal fiscal year. HUMBOLDT COUNTY Workers Comp designee shall keep records of time spent on LASSEN COUNTY's cases and salary and benefits shall be deducted from HUMBOLDT COUNTY's expenditures for cost-effectiveness calculation.

X

INFORMATION SECURITY

HUMBOLDT COUNTY shall ensure that it has in place the following information-security safeguards:

- A. HUMBOLDT COUNTY shall assign information-security responsibilities related to this POC to an information security officer and one additional contact who shall serve as the information security officer in the absence of the primary contact. HUMBOLDT COUNTY shall notify LASSEN COUNTY in writing as soon as practical of any designee changes.

INFORMATION SECURITY OFFICER:

Cito Torres, Information Systems Supervisor

(707) 441- 3293 cjtorres@co.humboldt.ca.us

ALTERNATE CONTACT:

Don Miller, Information System Coordinator III

(707) 441-3221 dwmiller@co.humboldt.ca.us

- B. HUMBOLDT COUNTY shall ensure that it has in place the necessary policies and procedures to ensure that any information received as a result of HUMBOLDT COUNTY's work on LASSEN COUNTY's child-support cases is used solely for the purposes authorized under this POC and released only in accordance with all State and federal laws and regulations.

HUMBOLDT COUNTY will make information available to its employees on a need-to-know basis and only for the purposes authorized under this POC.

- "Need-to-know" refers to only those authorized persons who need information to perform their official duties in connection with the purpose described in this POC.

- C. HUMBOLDT COUNTY shall notify LASSEN COUNTY of any information-security breach involving its case information obtained from CSE within two business day from the date it learns of the breach and shall cooperate with LASSEN COUNTY in any investigations of information-security incidents. The notification must describe the incident in detail and provide contact information if different from the information security officer specified in this POC.

- D. HUMBOLDT COUNTY shall provide annual security awareness training any and all staff authorized to access any of the information derived as a result of working on LASSEN COUNTY's Workers' Compensation cases.
- E. HUMBOLDT COUNTY shall provide, annually, a signed confidentiality statement provided by LASSEN COUNTY for any and all staff authorized to access any of the information derived as a result of working on LASSEN COUNTY's Workers' Compensation cases.
- F. HUMBOLDT COUNTY shall ensure that all equipment used to access and view CSE information is in areas closed to the public and not viewable by the public. Any CSE information shall be destroyed when its business use has ended.
- G. All changes to HUMBOLDT COUNTY's systems, storage media, and network components used for CSE online access or services must be consistent with the California Department of Child Support Services Information Security Manual and compatible with CSE technical configuration requirements.
- H. HUMBOLDT COUNTY shall ensure that an access control program consisting of, at a minimum, a unique, individual user identifier and user-selected passwords for the persons authorized to access CSE is in place on every computer system within the Department. At a minimum, verification of manually keyed, unique user identifier and user-selected passwords shall be required for initiation of access.
- I. HUMBOLDT COUNTY shall ensure that all of its computers that are capable of accessing CSE will not be left unattended while in active log-on sessions within CSE unless secured by a functioning locking software device which prevents entry, viewing, or receipt of information by locking the computer after a short period of time, or unless such terminals are secured in a locked room which is not accessible to unauthorized personnel. All devices which contain unique identification codes used by HUMBOLDT COUNTY for verification of authorized access to CSE shall be secured against tampering.

XI

DURATION

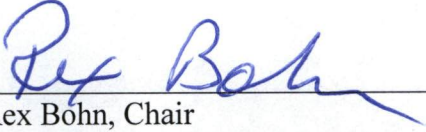
This POC shall become effective on or after July 1, 2014, and shall remain in effect until June 30, 2015.

XII

EXECUTION OF SIGNATORIES

I have read and understand the POC. I agree to abide by its terms and conditions.

COUNTY OF HUMBOLDT:



Rex Bohn, Chair
Humboldt County Board of Supervisors

10-21-2014
Date

COUNTY OF LASSEN:

Richard Egan, County Administrative Officer

Date

Kelley Cote, Director
Lassen County DCSS

Date

APPROVED AS TO FORM:

Bob Burns
Lassen County Counsel

By: _____
Andrew Haut
Assistant County Counsel

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES APPROVAL

Alisha A. Griffin, Director
California Department of Child Support Services

Date