



COUNTY OF HUMBOLDT

For the meeting of: 6/3/2025

File #: 25-321

To: Board of Supervisors

From: Child Support Services

Agenda Section: Consent

Vote Requirement: Majority

SUBJECT:

Professional Services Agreement with Maximus US Services Inc. from May 2025 Through June 2026

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the attached Professional Services Agreement between Maximus US Services Inc. (Maximus) and North Coast Regional Department of Child Support Services (NCRDCSS) for fiscal year (FY) 2024-25 through FY 2025-26; and
2. Authorize the Department of Child Support Services Director, or a designee there of, to execute the attached Professional Services Agreement by and between Maximus and NCRDCSS For FY 2024-25 through FY 2025-26; and
3. Authorize the Department of Child Support Services Director, or a designee there of 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 NCRDCSS 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, NCRDCSS 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 NCRDCSS 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. Maximus has assisted NCRDCSS supervisors and staff in implementing a plan to re-engineer the approach to training newly hired staff by incorporating working a caseload into the levels of 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.

The need for further areas of Business Assessment and Business Process Reengineering (BPR) have been identified. NCRDCSS is moving forward to improve the vision for the future and would like to utilize the knowledge that Maximus has gained in working

with the department to help assess and recommend additional improvements that can be made in the program's operations and processes. To assist in these efforts, Maximus will develop a strategic plan to help NCRDCSS modernize the department's administrative business model. The strategic plan will incorporate a standardized data-driven approach for managing change, performance and the cost-effectiveness of the program.

SOURCE OF FUNDING:

Child Support Services (1380)

FINANCIAL IMPACT:

Expenditures (1380-206)	FY24-25	FY25-26 Projected*
Budgeted Expenses	\$8,254	\$90,788
Total Expenditures	\$8,254	\$90,788

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

Funding Sources (1380-206)	FY24-25	FY25-26 Projected*
State/Federal Funds	\$8,254	\$90,788
Total Funding Sources	\$8,254	\$90,788

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

Narrative Explanation of Financial Impact:

The agreement will be fully funded through State and Federal funding for the Department of Child Support. The maximum amount of the agreement is \$99,042 over the term of FY 2024-25 through FY 2025-26. Monthly invoices will be submitted for services performed by the contractor. The total amount of funding in the amount of \$99,042 has been included in the annual budget process for FY 2024-25 and FY 2025-26 in the Department of Child Support Services (1380-206).

STAFFING IMPACT:**Narrative Explanation of Staffing Impact:**

Approval of this agreement will continue to allow NCRDCSS to improve efficiencies and service to the community, as well as ensure effective strategic planning for the future.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Your Board may choose not to approve the recommendations; however, it is not recommended, as NCRDCSS has the funding identified and would need to find alternative ways to perform this work.

ATTACHMENTS:

1. Professional Services Agreement with Maximus US Services Inc.

PREVIOUS ACTION/REFERRAL:

Meeting of: Click or tap here to enter text.

File No.: Click or tap here to enter text. In addition to listing the file information here, utilize the "Related Files" function under the "Associations" tab when uploading into Legistar to link previous actions to this item.