



COUNTY OF HUMBOLDT

AGENDA ITEM NO.

FI

For the meeting of: November 14, 2017

Date: November 7, 2017
To: Board of Supervisors
From: Amy S. Nilsen, County Administrative Officer *AN*
Subject: Challenge Award Presentation

RECOMMENDATION(S): That the Board of Supervisors recognize the following the departments for their innovative programs that were recently given Challenge Awards by the California State Association of Counties (CSAC): North Coast Department of Child Support Services; Public Works; Agriculture Department; Sheriff's Office; and County Administrative Office.

SOURCE OF FUNDING: Various Funds

DISCUSSION: This year, six Humboldt County programs were recognized by CSAC as being among the most innovative, efficient and cost-effective in the state. Every year CSAC holds a competition called the Challenge Awards with all of California's 58 counties wherein each jurisdiction is invited to submit their best new programs for consideration. The competition received more entries than ever this year (288), with 16 programs receiving Challenge Awards (the competition's top honor), and 31 were recognized with merit Awards. Humboldt County earned three Challenge Awards and three Merit Awards.

Staff from CSAC will be on-hand to present the awards to Humboldt County. Below is information about each program being recognized:

Prepared by <u>Sean Quincey</u>	CAO Approval <i>[Signature]</i>
REVIEW:	
Auditor _____	County Counsel _____
Human Resources _____	Other _____
TYPE OF ITEM:	
<input type="checkbox"/> Consent	
<input checked="" type="checkbox"/> Departmental	
<input type="checkbox"/> Public Hearing	
<input type="checkbox"/> Other _____	
PREVIOUS ACTION/REFERRAL:	
Board Order No. _____	
Meeting of: _____	
BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT	
Upon motion of Supervisor <u>Fennell</u> Seconded by Supervisor <u>Sundberg</u>	
Ayes <u>Sundberg, Fennell, Bass, Bohn, Wilson</u>	
Nays _____	
Abstain _____	
Absent _____	
and carried by those members present, the Board hereby approves the recommended action contained in this Board report.	
Dated: <u>11/14/17</u>	
By: <i>[Signature]</i>	
Kathy Hayes, Clerk of the Board	

ATTACHMENTS:

1. Sheriff's Office Challenge Award Entry – Reprogramming Corrections
2. Agriculture Department Challenge Award Entry – Track and Trace Pilot Project
3. County Administrative Office Challenge Award Entry – Budget Roadshow
4. Public Works Challenge Award Entry – Tsunami Zone App
5. County Administrative Office Challenge Award Entry – All Hands Training Day
6. NCDCCS Challenge Award Entry – Child Support Collections for Multiple Small Counties

Sheriff's Office – Reprogramming Corrections

The Sheriff's Office partnered with Humboldt State University sociology students to conduct research regarding reducing recidivism, especially in light of 2011 prison realignment. One of the recommendations that came from the research was to hold a three-day re-entry fair to connect people in custody with community resources and employers.

Agriculture Department – Track and Trace Pilot Project

The Agriculture Department developed and implemented a cannabis track and trace project for tracking the movement of medical cannabis from cultivator to dispensary. Humboldt was the first California county to implement a program to track the movement of cannabis products through the distribution chain. The project has proven useful to both industry and regulators as it provides verification for proof of origin and whether the product is legal.

County Administrative Office – Budget Roadshow

In a critical year where Humboldt County was set to begin receiving cannabis tax revenue for the first time, staff from many departments and elected officials went on the road to discuss the budget face to face with the community, and received more input than ever.

Public Works – Tsunami Zone App

The Tsunami Hazard Zone App was developed to provide an additional tool for community tsunami hazard planning and emergency preparedness on the North Coast. Staff took an inter-agency approach and used existing tsunami hazard data to create an accessible, dynamic interface that could be used online from any device. The goal is to use the app as part of the community's emergency planning efforts for home, work, school, and play.

County Administrative Office – All Hands Training Day

Humboldt County reserved a full work day to bring all employees together and provide mandated and elective trainings, and had the training sessions take place on what was traditionally a county holiday for minimal impact on the public.

North Coast Department of Child Support Services (NCD CSS) – Child Support Collections for Multiple Small Counties

The challenge was to maximize the opportunity for small counties to collect child support for parents when the other parent is receiving worker's compensation. Staff with specific expertise in this subject used relationships they have built to hone in on a process that is effective and efficient for smaller counties. This process is now being used by NCD CSS to collect child support on worker's compensation claims for 14 small, rural counties.

FINANCIAL IMPACT: There is no financial impact to recognizing these departments. The programs are being recognized for their cost-effectiveness and efficiency in delivering county services.

This action supports your Board's Strategic Framework to safeguard the public trust by managing our resources to ensure sustainability of services, and inviting civic engagement and awareness of available services.

OTHER AGENCY INVOLVEMENT: All county departments

ALTERNATIVES TO STAFF RECOMMENDATIONS: Board discretion

Attachment 1:
Sheriff's Office Challenge Award Entry – Reprogramming Corrections

**CSAC Challenge Award Nomination
Executive Summary:
Reprogramming Corrections**

Overview: The Humboldt County Sheriff's Office provides in-custody support at the county jail. Our overall goal is to reduce recidivism by investing resources to those impacted by incarceration.

Challenge: The impact of realignment on the Humboldt County Correctional Facility.

With the implementation of Prison Realignment in 2011, county correctional facilities in California were burdened with meeting the demands of a more intensive population. Our rural community is now expected to provide resources comparable to those previously only offered in the prison system. This challenge, as well as the challenges within our local economy, perpetuate a continuous level of recidivism. We are in the planning stages of a new reentry resource center that will consolidate reentry services under one roof, and anticipate we will open our new facility in 2019 or 2020. However, the Sheriff's Office is taking the initiative now to combat some of the present challenges within the criminal justice system, as well as to laying a foundation for the new facility to build upon.

Innovative Solution: Providing a variety of resources to people currently in custody.

The Sheriff's Office partnered with Humboldt State University Sociology students to conduct research within the jail. One of the recommendations that came from the research was to hold a three-day Reentry Fair to connect people in custody with community resources and employers. On the first day, staff went to each of the housing units to prepare inmates for the coming days; laying expectations and providing advice about the importance of first impressions. The next day consisted of local employers meeting with people currently in custody, providing them with information on their business and employment applications. We brought employers directly into five of our housing units, and they spent an hour in each unit sitting at tables answering questions about their workplaces and programs in a job fair-type setting. On the final day we brought in service providers ranging from food security, alcohol and drug care services, to education, housing opportunities and more. We also partnered with the Employment Training Division (ETD) to develop résumé and master application classes. Every participant completed a résumé, and received assistance on conducting an employment search and preparing for an interview. Participants received a flash drive loaded with

community and employment resources, and a copy of their new résumé. The flash drive was placed with their stored property to take with them upon release. We also developed an employment readiness business card that was widely distributed throughout the facility. The card explains how to obtain right-to-work documents as well as employers that are currently hiring and open to hiring ex-offenders.

Originality: The Humboldt County Sheriff's Office brings the resources to the people.

For a rural county, with limited resources we were able to implement several effective strategies to support people in custody. These strategies include bringing employers, service providers and resources directly to the currently incarcerated. They also include creating community accountability through providing transparency around our efforts to reduce recidivism.

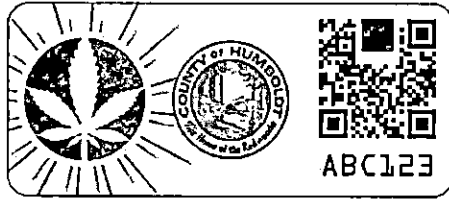
Results: The results and the success of these programs have had a large community impact.

The Sheriff's Office distributed a survey to current inmates regarding the Reentry Fair where they were asked about their knowledge of community resources and top choices for employers. 73% of participants said the Reentry Fair was helpful with job resources, 53% with housing options, and 49% with substance abuse program information. Reentry Fair employers had the opportunity to promote their businesses and meet viable candidates for employment. Service providers were able to provide in-depth program information. After the Reentry Fair, some service providers shared that they have never seen the formerly incarcerated more prepared when they are released. An Alcohol and Drug Care Program Manager saw a difference in the recently incarcerated participants in his program, saying, "They seem to have a plan. They come out organized, prepared, and inspired." Some formerly incarcerated people were hired through the Reentry Fair, and are grateful for the community knowledge they received from the event. The ongoing employment preparation services have also had a community impact. ETD said they are meeting with former inmates that have put in to use their résumé and master applications they produced while in custody. The Sheriff's Office will now hold the Reentry Fair twice a year to continue to support a well-planned reentry for those in custody.

Program Contacts: Vanessa Vrtiak, Programs Coordinator & Dennis Griffin, Administrative Sergeant

Humboldt Co. Sheriff's Office - 826 4th Street, Eureka, CA 95501 - (707) 441-5137

Attachment 2:
Agriculture Department Challenge Award Entry – Track and Trace Pilot Project



CSAC 2017 Challenge Award Nomination
Executive Summary:
Medical Cannabis Track and Trace Pilot Project
Humboldt.gov/TrackAndTrace

Overview:

The Agricultural Commissioner's Office developed and implemented a Medical Cannabis Track and Trace Project for tracking the movement of medical cannabis from cultivator to dispensary.

Challenge:

Humboldt County has been associated with marijuana (cannabis) cultivation since the counterculture movement of the 1960s and is known world-wide for medical and recreational cannabis. Humboldt is the first California County to have enacted land use regulations in accordance with the Medical Cannabis Regulation and Safety Act (MCRSA). The county's Medical Marijuana Land Use Ordinance (MMLUO) was created to be consistent with regulations established by MCRSA that authorize local jurisdictions to develop comprehensive regulatory programs for medical cannabis businesses. The challenge was to develop a track and trace system for medical cannabis that could meet MCRSA requirements for tracking and tracing the movement of cannabis products between regulated entities, but also to use the track and trace platform as a way to incentivize compliance with the county's MMLUO by providing Humboldt branding or "proof of origin" for businesses in compliance with the MMLUO. During stakeholder meetings and public forums, cultivators and members of the medical cannabis industry strongly expressed that a regulated medical cannabis industry represents a unique economic opportunity for Humboldt County and branding through the track and trace platform can help to increase the economic benefit derived by Humboldt County through regulation of the medical cannabis industry.

Innovative Solution:

The Agricultural Commissioner's Office developed and implemented with SICPA Security LLC (SICPA) a Medical Cannabis Track and Trace Pilot Project to track and trace medical cannabis movement from cultivator to retail dispensary. The pilot accomplished this through the use of a counterfeit proof stamp to identify producers and products, and record transactions (quantities of products shipped and current location of medical cannabis products) on a web-based platform. In addition to meeting statutory requirements, the pilot program was intended to also begin educating county staff about applying track and trace concepts to the cannabis industry and for developing working relationships with a subset of cultivators prior to industry-wide inspections to verify compliance with local and state rules.

Originality:

Humboldt County's Medical Cannabis Track and Trace Pilot Project was the first California County program developed and implemented to track the movement of medical cannabis products through the distribution chain from cultivator to retailer. The pilot project was also the first-ever application of batch and lot methodologies for tracking and tracing the production and movement of medical cannabis. The pilot project was also the first program to provide a California county's medical cannabis industry with origin branding through the use of a secure "proof of origin" stamp. The secure stamp used by the platform uniquely provides regulatory information for law enforcement and regulators. It also provides to retail consumers information about the quality and safety of the medical cannabis products through the secure stamp and use of the mobile device application available for Apple and Android devices.

Cost Effectiveness:

Humboldt County's agreement with SICPA did not require any monetary contribution from the county, but Commissioner's Office staff time and resources were provided to conduct inspections of pilot participants and oversight related to the pilot project.

Results:

Participants selected for the pilot included: 11 cultivators, 2 distributors, 3 manufacturers, and 7 dispensaries. Prior to activation of the web-based pilot platform, training sessions and stakeholder meetings were held with participants for the purpose of defining project goals and establishing requirements for project participation, and use of the web based track and trace pilot platform. On August 1, 2016 the pilot platform was activated and cultivators created product catalogs and began stamping medical cannabis produced under the pilot. By the time the pilot ended on February 28, 2017 more than 30,000 stamps were applied to 3,000 lbs. of Humboldt County-grown medical cannabis. Humboldt-stamped cannabis products were offered for sale in more than 130 dispensaries around California. The humboldtorigin.org website received 1,500 "hits" and medical cannabis consumers ran more than 500 product validations using the pilot project app during this time span. Since completion of the pilot project, SICPA has used the secure stamp platform developed with Humboldt as the basis for track and trace pilots or track and trace program contracts with Yolo and Mendocino Counties, and the City of Eureka.

Project or Program Contact: Jeff M. Dolf, Agricultural Commissioner/Sealer of Weights & Measures, jdolf@co.humboldt.ca.us, 707-441-5260.

Attachment 3:
County Administrative Office Challenge Award Entry – Budget Roadshow



CSAC 2017 Challenge Award Nomination
Executive Summary:
Budget Roadshow
Humboldt.gov/Roadshow

Overview: In a critical year where Humboldt County will begin receiving cannabis tax revenue for the first time, we went on the road to discuss the budget face-to-face with the community, and we received more input than ever.

Challenge: The challenge was to engage Humboldt County citizens in the budget process, and do it in a way that provided meaningful interactions for constituents, staff and elected officials. We wanted to get away from bureaucrats giving long speeches and relying on PowerPoints. We wanted to be interactive with the community, share information about the county, and ultimately increase participation and awareness.

It's no secret that cannabis makes up a large part of the economy in Humboldt County. And due to the fact that voters last year passed a local excise tax on commercial cannabis cultivation (Measure S) we knew it was more important than ever to talk to the community about the future of Humboldt County. In years past we used an innovative, tech-based platform to hold a live interactive multi-site community budget meeting. This was one evening, one meeting in five different locations, connected in real-time by video. While this approach increased interest in the budget process when it was introduced, in-person attendance at these meetings dwindled over time. We realized as community needs and interest change so must we. We knew when it came to cannabis our citizens valued in-person-interactions. This provided us an opportunity to have a discussion that focused around cannabis tax revenue, and how it fits into the bigger picture.

Innovative Solution: Our solution was to re-imagine the format of the meeting and to re-brand it. We called it our "Budget Roadshow." The design of the project was a travelling workshop delivered to the main population centers and the far reaches of the county. In total, we held four in-person workshops in the evening around the question: What are your priorities for cannabis tax revenue? We hired a facilitator who guided the workshops. We included a short, high-level overview of Measure S and the county's financial situation before going in to small table top discussions with county staff. Prior to placing Measure S on the ballot, the county conducted polling to find out the community's concerns. From that we developed seven broad categories of services we knew residents wanted addressed. In order to dig deeper into the community's concerns, the table discussions centered around each of the seven categories. We enlisted county staff from departments and programs related to the categories to serve as subject matter experts. These staff hosted the discussions by listening to citizens' concerns and answering questions related to the table's topic. At the

conclusion, each table host reported out on the main themes they heard, which helped identify very specific actions the community was interested in funding. Later, attendees used electronic voting devices to vote for their priorities, and all vote tallies were displayed in real time. After completion of the roadshow we developed a short video summarizing the workshops, ran it on cable access and on-line, and allowed on-line voting. In addition, we created a facilitation guide for community groups to hold their own meeting and submit their priorities to the county via mail or on-line. All results were incorporated into a final report and presented to the Board prior to this year's proposed budget.

To market the roadshow, we developed a community- and subject-appropriate logo in-house that attracted buzz and immediately branded all of our messaging. We partnered with our local cable access crew who created videos to market the event on-line as well as PSA's for radio and television. We posted fliers in department facilities, and for the remote areas we had the fliers in post offices and on community bulletin boards.

Originality: While lots of agencies have budget meetings, we stressed a welcoming, interactive format that provided meaningful two-way dialogue about a new issue that was closely tied to the fabric of our community. This was a unique challenge and our response from idea to execution was tailored to address it.

Cost Effectiveness: It cost about twice as much to hold this year's round of meetings compared to the prior interactive video model with the majority of cost being staff time. However, attendance (in person and on-line) was exponentially higher than any of the prior year and we received more feedback than we ever have. Increasing cost dramatically increased participation, which was the ultimate goal.

Results: In total, more than 300 people attended the budget roadshow workshops in-person and nearly 1,000 people voted online. The video received more than 8,300 views online. Feedback received was that it was great to be able to talk directly to staff about these issues. It should be noted that due to the format of the meeting, everybody was able to be heard as much as they wanted and there was no single individual who dominated the conversation. The feedback received clearly showed the community's top priority regarding Measure S revenue and our adopted budget reflects that. In addition, we stressed during the workshops other obligations the county faced and we are investing there this year as well. Due to the incredible community engagement of the Budget Roadshow, we believe that understanding of the county's budget, Measure S, and the challenges we are facing may be at an all-time high.

Project or Program Contact: Karen Clower, Project Coordinator, kclower@co.humboldt.ca.us, 707-476-2383

Attachment 4:
Public Works Challenge Award Entry – Tsunami Zone App

CSAC 2017 Challenge Award Nomination
Executive Summary:
Tsunami Zone App

Overview:

A Tsunami Hazard Zone App was developed to provide an additional tool for community tsunami hazard planning and emergency preparedness on the North Coast.

Challenge:

The challenge was to use existing Tsunami Hazard Zone data that had been previously used to create printed maps and make it accessible and dynamic through an online interface. For example, when used with a smart phone, we wanted to be able to use the device's GPS to zoom in to a user's current location and determine whether they are in the Tsunami Hazard Zone. Many of us carry these devices everywhere we go. We wanted people to be able to use this as part of their emergency preparedness planning efforts for home, work, school and play.

Innovative Solution:

The project was to create an interactive web-based GIS mapping application using the existing tsunami hazard zone data which are based on the worst case tsunami threat - a magnitude 9 earthquake on the Cascadia subduction zone. The Tsunami Hazard Zone App is providing an additional tool to present the tsunami hazard zone maps to the community and augments the existing maps and educational materials provided by the Redwood Coast Tsunami Work Group. The Tsunami Hazard Zone App provides interactive functionality such as access to the GPS on a smartphone or other device to show current location relative to the tsunami hazard zones. The community is being encouraged to access the Tsunami Hazard Zone App at home, work, school, and

The Humboldt County Tsunami Zone Map App

Know your zone Humboldt County

- ❖ Use this App to identify if the places you work, live, or play are within a Tsunami Evacuation Zone.
- ❖ Plan ahead. Know your zone and plan your route to high ground before the earthquake and tsunami happen.

The screenshot shows the app's main interface with a map of Humboldt County. Various features are labeled with callouts:

- Bookmarks:** Orick, Big Lagoon, Clam/Moonstone Beach, Humboldt Bay, Ferndale/Eel River, and Shelter Cove
- Change base map:** imagery, streets, and more
- Show the legend**
- About app**
- Link to social media or e-mail**
- Search by address or location**
- Zoom in and out**
- Zoom to Humboldt Bay region**
- Find your location using GPS** (smartphones and GPS enabled devices)
 *After selecting the GPS location button, the symbol will show a black box.
 Press the box to undo the GPS feature and enable other search or pan features.
- Enter City, Address, or Place** (search bar)
- Scan the QR Code below or go to:**
<http://arcg.is/2q9U50p>
- Works on smartphones, tablets, laptops, and desktop computers**
- Brought to you by the Redwood Coast Tsunami Work Group**
- iPhone screen shown. View will vary by device.**

places of recreation to identify tsunami hazard zones and evacuation areas and develop a plan prior to an earthquake or tsunami warning.

The app was developed using ESRI's ArcGIS software. The tsunami hazard zone GIS data were hosted online to create web based maps, and tools within the ArcGIS platform were used to configure the app and make it available at a publically accessible website. The Tsunami Hazard Zone App is responsive and designed to work on most smartphones, tablets, laptops and desktops. The Tsunami Hazard Zone App is accessed by following a link (<http://arcg.is/2q9U50p>) or scanning a QR code. The app is viewed similar to a webpage, and internet service is required to view the app. There is nothing to download to view the app, and you can bookmark the link on your web browser. We also included this service as a button on the county's MyHumboldt app, for easy access.

Cost Effectiveness:

The ArcGIS software used to create the Tsunami Hazard Zone App is used by Public Works for map production and data management for many projects and facilities and has been used for many years prior to development of the app. The initial ArcGIS software purchase cost was \$1,350, and there is an annual subscription cost of \$400. No additional costs were incurred for development and hosting of the Tsunami Hazard Zone App through the existing software subscription. All GIS data used in the app was available from previous map production efforts and no additional data collection was required. The app is free to access for the public and online hosting through the ArcGIS platform will be maintained with the current software subscription.

Results:

The app was released to the public in March 2017. Links and information about the Tsunami Hazard Zone App have been provided through e-mail, social media, and local news outlets. Thousands of visits to the app have recently been recorded. Future developments include adding Del Norte and Mendocino County tsunami hazard zone data to the Tsunami Hazard Zone App and offline viewing capabilities through an app that can be downloaded onto a device.

Project or Program Contact: Todd Becker, Environmental Analyst – Humboldt County Public Works Department
tbecker@co.humboldt.ca.us, 707-445-7741

Attachment 5:
County Administrative Office Challenge Award Entry – All Hands Training Day

CSAC 2017 Challenge Award Nomination
Executive Summary:
All-Hands Training Day

Overview: Humboldt County reserved a full work day to bring all employees together and provide mandated and elective training, and had the training sessions take place on what was traditionally a county holiday for minimal impact on the public.

Challenge: The problem resides in the fact that although each year volumes of employees attend trainings offered through our annual training schedule, they are still unable to meet all of the mandatory training requirements.

Departments and their employees find it difficult to attend trainings during normal business hours due to demanding work schedules and responsibilities, staffing/coverage issues and scheduling issues in general. There are also additional costs in staff time and for facilitators to hold training sessions locally multiple times a year. This method of training is time-intensive and expensive, especially for a rural county like Humboldt. The expense grows each time we bring in a trainer to conduct the day-long sessions. We wanted to cut costs and free up staff time. Additionally, through written feedback from prior training experiences, we knew that employees attend trainings not only for the subject matter, but they also crave variation and interaction with employees outside their departments. Our challenge was to provide an efficient way for employees to maximize their training experience and to ensure there was appropriate space and time for mandatory trainings, and do it in a way that interested employees so they would increase their knowledge and skills while breaking down silos between departments.

Innovative Solution: Our solution was to set aside a full day of work and get employees from all departments to a few locations and get them trained, in person, on these subjects. We secured three separate, large venues in Eureka, the county seat, where we held the following training sessions:

- Americans with Disabilities Act
- Ethics
- Discrimination/Sexual Harassment
- Workplace Safety
- Defensive Driving
- Active Shooter (Elective)
- Continuity of Operations/Continuity of Government (Elective)

In addition, the county had recently finished labor negotiations and agreed to trade Columbus Day for a new county holiday. Since the public was used to county offices being closed on Columbus Day, we chose that date to keep county offices closed to the public and hold our All-Hands Training Day, thereby minimizing impact to citizens who normally receive our services. Essential services continued operating as normal.

Weeks before the training began, we notified the public of office closures and neighborhoods letting them know they could expect increased traffic due to the location of venues. In advance, employees used the county's intranet to sign up online for the sessions that interested them. All-Hands Training Day began with a half-hour orientation in a large auditorium where employees signed in, received agendas, flyers on employee programs, entered drawings, and even took group photos in front of a banner with the county seal. After orientation, more than 400 employees stayed at the facility for ADA training, while the rest dispersed to various locations and attended their scheduled trainings. The day finished with a closing message at the same facility where orientation occurred, and announcing prize winners.

Originality: As much as possible, we tried not to reinvent the wheel with this project. So we researched what other counties had done in this space. While we found departments that had done something similar, we did not find anyone who did this on a county-wide level.

Cost Effectiveness: It is not uncommon for a normal training session to have 10-15 employees. We increased participation tenfold through this process. In addition, we saved money by renting venues and hiring facilitators for an entire day compared to only a few hours. Cost for venues was our largest expense. We rented three city facilities, along with audio and visual equipment from the local film commission. One session was offered online, so employees could attend from their desks without interruption. Much of the equipment was simply borrowed from county departments. In total, we saved money on the amount of rent we would have paid normally and facilitator travel expenses, and exponentially increased attendance.

Results: In total, 832 of our more than 2,000 employees attended at least one training session. This satisfies requirements to have employees attend mandatory training and takes a huge burden off scheduling, coordinating and paying for dozens of trainings throughout the year. Plans are already in place to carry out a Second Annual All-Hands Training Day in the upcoming fiscal year and expand it. Below is a bit of feedback that summed up the experience:

*"...I was sure I was part of the Sheriff's Office and after October 10, 2016 I know I am part of something bigger. I am one of among 2,000 great, wonderful hard-working County Employees. You hear the names but don't know who they are. Now we know who the person is that we talk to on the phone. My observation – "to see every County employee come together for training and see how we all interacted was genius."
– A Sheriff's Office employee*

Project or Program Contact: Karen Clower, Project Coordinator, kclower@co.humboldt.ca.us, 707-476-2383.

Attachment 6:
NCDCSS Challenge Award Entry – Child Support Collections for Multiple Small Counties

**CSAC 2017 Challenge Award Nomination
Executive Summary:
Child Support Collections for Multiple Small Counties**

Overview: The North Coast Department of Child Support Services (NCDCCS) provides specialized child enforcement services to other small California counties to maximize child support collections from workers compensation payments. The hub of operations of NCDCCS is Humboldt County.

Challenge: How to maximize the opportunity to collect child support for parents when the other parent is receiving workers compensation. Workers compensation accounts for a small percentage of child support collections in comparison to other means, such as income withholding orders from employers. As a result many collection opportunities are lost as staff have not developed expertise in this area since the number of cases subject to workers comp collections is relatively small. How then can small counties in California that do not have the opportunity to develop expertise in the regulations and procedures surrounding workers compensation, maximize their ability to collect child support from workers compensation payments?

Innovative Solution: The NCDCCS employs a staff member who has developed expertise in workers compensation collection cases. She has had experience with workers compensation both from a child support case management perspective as well as personal dealings when her husband received workers comp and she helped him navigate the system. Over time this employee has developed relationships with colleagues in various agencies that has helped her to learn the ins and outs of the Workers Compensation world, including insurance carriers, Department of Industrial Relations as well as Workers Compensation Appeals Board. Her knowledge has broadened NCDCCS's ability to collect on particularly difficult cases.

Approximately one and one-half years ago, NCDCCS reached out to other small county child support departments in California to offer our expertise in collecting child support in these cases as time after time, the opportunity to collect child support for families in need is lost in these cases. Currently, NCDCCS is collecting child support from workers compensation cases for families in the following small California counties: Yolo, Lake, Mendocino, Lassen, Colusa, Siskiyou, Modoc, Sierra, Nevada, Plumas, Mariposa, Solano as well as Humboldt and Trinity (NCDCCS).

Originality: This program is funded out of the operating budget from Humboldt County Department of Child Support Services; no additional funds are expended.

Budget: This program is funded out of the operating budget from Humboldt County Department of Child Support Services; no additional funds are expended.

Results: Collections on these cases are not often immediate; some do not come to fruition for years when cases are settled. However, increases in child support collections have already been actualized in several counties including Yolo, Lake, and Colusa. The use of additional tools and expertise to collect child support that these and other counties were unfamiliar with, are expected to continue to net additional opportunities to get child support to families who need it and would otherwise go without, in multiple small rural California counties. This project is lauded at State Department of Child Support Services as a way to leverage expertise to optimize the child support that goes out to the families who need it.

Project or program contact: Lisa Dugan, Director, North Coast Department of Child Support Services, mlidugan@co.humboldt.ca.us, 707-441-3262