



Colusa, Sutter and Yolo Regional Child Support Agency Leadership Advisory Committee

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: General Update (Agenda Item #5)
Date: September 1, 2021

By introduction to this General Update on the status of the Regional Child Support Agency (RCSA), there has been a lot going on! This is a time of peak change for the agency, and most specifically for our staff. This coupled with the anxieties and tensions presented by the COVID-19 pandemic, have created challenging times. That said, staff are proving to be resilient and are focused forward, remaining committed to our goal of a cohesive single agency. Below is a snapshot of some of our recent endeavors:

COVID-19

The RCSA has continued to provide the full scope of services to our child support customers throughout the pandemic. Staff generally work two days in the office, three days telework. The virtual booth, fully operational in all three offices, has allowed us to continue to provide direct service to customers by their assigned caseworker. Supervisors continue to monitor productivity and performance outcomes by staff person. We asked all staff across the agency to wear face coverings again concurrent with the issuance Yolo Health Officer Health Order. Signs are posted in each of our offices asking customers to wear face coverings too.

Yolo County is currently in meet and confer with the union regarding a mandatory COVID-19 vaccine policy. Once finalized and implemented, the policy would only be applicable to the Yolo County employees assigned to the RCSA, not Colusa or Sutter.

NCSEA Presentation

I was asked to speak at the National Child Support Enforcement Association (NCSEA) Leadership Symposium last month to highlight the innovative practices our Regional Agency has implemented during COVID, but that have brought such efficiency will continue post pandemic. Specifically, I highlighted our virtual interview booths, use of Microsoft Teams, and the tablets used at the Yolo Superior Court to facilitate participation in Zoom court hearings with a hybrid of in person and remote participants. The presentation was well received with a lot of excitement generated for the ideas shared.



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Caseload integration

The caseloads of the three counties will be integrated the first week of October. As a result, each case worker will have cases from throughout our combined jurisdiction and teams will serve the entire region. IT staff will designate caseloads by an alpha split within certain functions throughout the region. To facilitate the caseload integration, employees will manually reassign cases on predesignated days the weeks prior to October 1st. This transition will be staggered so that our operation is not impacted on a single day and it will also give our analyst and supervisors an opportunity to support the migration without staff being overwhelmed and customers impacted.

Our training team has been developing materials and training staff on the “Regional Way”. Training is scheduled to continue throughout the remainder of this calendar year. We have continued to hire to fill vacancies in the regional agency, so the training team has been busy with new hire/induction training concurrently.

RCSA Website and Bold Chat

The Regional Agency website is now live - <https://www.colusasutteryolochildsupport.org/> - Check it out! If you scroll down on the home page, you will note that we have developed Facebook, Twitter and Instagram regional accounts. We will work with each county to link to the Regional website from the county’s main site, and will work to build up our online presence.

We have also implemented a Live Chat feature on the website which will allow parents, prospective customers and the community to communicate directly with staff during office hours.

Automation

Common IT Platform Update

The staff of the three separate child support agencies were operating on three different email domains. We have successfully migrated all Woodland staff to the newly created regional domain, hosted by the California Department of Child Support Services (CA DCSS). We expect to migrate the staff in Colusa and Yuba City later this month. This transition should be easier than the Yolo migration as they are already on the State Microsoft Office 365 tenant.

One of the opportunities with being on the same domain is developing shared collaborative workspaces in both Microsoft Teams and SharePoint. We have already developed a variety of channels in Teams to support the entire agency. We also deployed the app Shifts, within Teams, to have a single place for all staff schedules, to facilitate reception and other staff in all three offices knowing exactly where are all staff are for purposes of customer service and staff support. We are also in the process of developing our own SharePoint site that will house policies, procedures, training materials, HR related information as well as quick links to commonly used child support applications. The goal is for the new SharePoint site to functional before caseload integration scheduled for October 1, 2021.



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DocuSign

Governor Newsom signed budget trailer bill language (SB135/AB135) on July 16, 2021 which allows all counties, regardless of their ability to e-file with their court, to obtain electronic signatures on legal documents and then file those documents in paper form with their court. We were able to acquire and deploy licenses for all of our staff, who now have access to a variety of legal and case management forms for use with customers. Not only will this be helpful during COVID, reducing the number of customers who are required to come into our office to sign documents, but will also create long term efficiencies for the program and customers alike. Staff will be more formally trained in DocuSign as part of the October caseload integration.

E-filing with the Court

Testing between DCSS, Tyler (the Court case management system vendor), the Yolo Superior Court and our agency has begun as it pertains to e-filing child support documents with the court. Technical and business testing will occur over the next three months. Our scheduled go live date is November 14, 2021.

We received approval to begin e-filing with the Sutter Superior Court effective June 2022. Testing will begin several months prior.

Tele Comms

We are working to get regional agency staff of the three locations onto a single VOIP phone system, so calls can be taken seamlessly from their primary and alternate work locations and that calls can be easily transferred between staff. Yolo County's Maverick VOIP system, coupled with the MiCollab application will accommodate our agency's needs. This change will necessitate phone number changes for some staff. We tested the installation of software on Sutter devices, continued testing is expected over the next few weeks.

Administration

Budget

Governor Newsom signed the budget bill ([SB129](#)) which increased local child support funding by an additional \$10 million above the primary budget bill ([AB128](#)), which added \$46 million in local funding. The combined increase between the two bills is the expected \$56 million as was proposed by the Governor in the May Revision. The Department has already distributed the funding allocation letter which accounted for the full \$56 million increase, which was referenced in the prior Leadership Advisory Committee (LAC) update. This equated to our regional agency receiving an additional \$156,979 for SFY 2021/22. See Financial Update agenda item staff report for more budget related information.



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Asset and Contract transfers

Sutter County transferred the two (2) Sutter County Child Support Ford Fusions (2013 and 2016) cars to Yolo County, assigned to the RCSA. The cars remain at the Yuba City Child Support office and available to staff. The RCSA purchased a new car and with the intent to deliver it upon arrival of the license plates to the Colusa office; replacing two old vehicles. On August 3, 2021, the Colusa Board of Supervisors approved disposing of these assets.

There are other assets that remain in both counties, staff will work to transfer them to Yolo as well.

We have started transferring contracts from Colusa and Sutter to Yolo as agreements expire and are extended. As examples, we just moved the contract for Colusa Child Support janitorial to Yolo, and will be negotiating the Colusa lease extension through Yolo County.

Planned Office Closure

The CA DCSS is working with Microsoft to migrate the CA Child Support system, CSE, to the cloud. As a part of the planned migration, CSE, IVR phone system, payment kiosks and more will be down from noon October 21, 2021 through 6:00 am on Monday October 25, 2021. The Regional Agency will close its doors to the public during this time. Supervisors will hold trainings and team meetings Thursday afternoon, and staff will be allowed to flex their time or take vacation for Friday.